

# **BAY AREA QUALITY MANAGEMENT SYSTEM**

## **CONSUMER SURVEY RESULTS**

**Medicaid Waiver Sample  
Year One Data (2005)**

### **FINAL REPORT**

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## EXECUTIVE SUMMARY

### ***Background***

The California Department of Developmental Services (DDS) was awarded a *Real Choice Systems Change* grant from the Centers for Medicare and Medicaid Services (CMS) in 2003 to strengthen its current quality assurance and improvement system. One of the primary objectives of the grant is to develop a process for measuring participant satisfaction and outcomes. To achieve this goal, the Department implemented a pilot project in the San Francisco Bay Area across three sites: Golden Gate Regional Center (GGRC), Regional Center of the East Bay (RCEB), and San Andreas Regional Center (SARC).

The three-year pilot project has two overarching goals: (1) to provide data for the *Bay Area Quality Management System* (QMS), which is involved with the transition of people from the Agnews Developmental Center to community-based settings, and (2) to pilot an assessment tool that may potentially be used across California's 21 regional centers.

This report is one of a series of analyses prepared by the Human Services Research Institute (HSRI) to summarize the results of the grant activities related to the first goal stated above. Each report addresses a different target group. The results presented herein represent information gathered through direct interviews with Medicaid Waiver recipients and, in some cases, others who know them well enough to respond on their behalf.

### ***Methods***

The pilot project steering committee selected the National Core Indicators (NCI) instruments to be used as the data collection tools for this activity. These surveys are used across the country by 27 state developmental disabilities service systems and by one regional center in California. The tools have been tested for validity and reliability, and they also have the advantage of producing national benchmarks for comparison purposes. The surveys are specifically designed to measure performance and outcome indicators. The committee selected these tools for their benchmarking potential and for their correspondence with the quality measure domains of interest to the California DDS.

The NCI Consumer Survey (conducted in person) was administered by a private contractor, XenologiX. The contractor was provided with the standard training and administration protocols specified by NCI. The first year of data collection took place in 2005.

### ***Sample***

The Bay Area Pilot Project focused on consumers over 18 years of age who receive Medicaid Waiver services, as well as consumers from Agnews Developmental Center who have transitioned to community-based services. This report includes only those consumers who were in the Medicaid Waiver sample. XenologiX designed a sampling

plan to ensure statistically significant data, or a 95% certainty that the data represents the population served by SARC, RCEB, and GGRC. Due to conflicting timeline and workload constraints at the regional centers, the 95% confidence interval was reduced to 90% mid-study, with a 5% margin of error.

A total of 713 Consumer Surveys were completed across the three Regional Centers in year one. The breakdown by region was 221 from GGRC, 249 from RCEB, and 243 from SARC. To take into account differential sample size by region, a weight was applied during the analysis.

### ***Positive Findings and Trends***

- ♦ Nearly everyone who participated in the survey took part in some activity in the community.
- ♦ Almost half the sample (42%) reported having frequent chances to meet new people.
- ♦ In general, most people interviewed have some input into making daily choices and decisions such as what to do during the day and how to spend their money.
- ♦ People in the sample typically report having friends and being able to maintain close personal relationships.
- ♦ Satisfaction with where people live and work is typically high, at over 80%. Additionally, most people reported that they do not want to move from their current residence, and that they get along well with their housemates.
- ♦ Nearly all respondents reporting knowing their service coordinator, and over 80% reported that their service coordinator gets them what they need.
- ♦ The vast majority of respondents report having access to basic health care exams.
- ♦ Most people (over 80%) report that they are treated respectfully by support workers and that their basic rights are respected.

### ***Possible Target Areas for Quality Improvement***

- ♦ The rate of people exercising in integrated community settings is low (35%), and 20% of people report that they do not get any exercise.
- ♦ Most people in the sample (58%) are accompanied by staff and/or housemates when they go into the community, and about 30% are usually attending segregated activities.
- ♦ The degree of choice afforded to people regarding where to live and work and who provides support seems to vary quite a bit by Regional Center. These results should be examined and discussed in more detail.
- ♦ Loneliness, which is a major concern nationally, also appears to be an issue in the Bay Area, with 40% of respondents reporting that they sometimes or often feel lonely.

- ♦ Satisfaction with day activities was generally good; however, 30% did report that they would prefer another day activity.
- ♦ There was some variation in response across regional centers as to whether the service coordinator asks the person what is important to them. This may be an area to explore further.
- ♦ Most respondents reported that they had access to transportation, yet 27% said it was unreliable or unavailable. It may be useful to explore this issue in further depth.

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## I. INTRODUCTION

The California Department of Developmental Services (DDS) was awarded a *Real Choice Systems Change* grant from the Centers for Medicare and Medicaid Services (CMS) in 2003 to strengthen its current quality assurance and improvement system. One of the primary objectives of the grant is to develop a process for measuring participant satisfaction and outcomes. To achieve this goal, the Department implemented a pilot project in the San Francisco Bay Area across three sites: Golden Gate Regional Center (GGRC), Regional Center of the East Bay (RCEB), and San Andreas Regional Center (SARC).

### ***Overall Purpose of the Study***

The three-year pilot project has two overarching goals: (1) to provide data for the *Bay Area Quality Management System* (QMS), which is involved with the transition of people from the Agnews Developmental Center to community-based settings, and (2) to pilot an assessment tool that will eventually be used consistently across California's 21 regional centers.

The specific goals of the pilot project are to:

- ♦ Support value based outcomes
- ♦ Keep people safe and ensure their well-being
- ♦ Ensure consumer and family satisfaction
- ♦ Identify and close gaps in the community system
- ♦ Develop a system with potential for statewide use
- ♦ Meet the expectations of the Centers for Medicare and Medicaid Services

In 2004, the project Steering Committee selected the National Core Indicators (NCI) as the best assessment tool to gauge participant satisfaction and designated a private company, XenologiX, to carry out evaluation activities.

### ***Focus of this Report***

This report is one of a series of analyses prepared by the Human Services Research Institute (HSRI) to summarize the results of the grant activities for the Bay Area QMS. Each report addresses a different target group. The results presented herein represent information gathered from consumers who receive Medicaid Home and Community-based Waiver services.

Data are presented in this report by outcome area so that the Bay Area QMS can evaluate how well the measures inform the stated Outcome Performance Indicators, many of which correspond to the National Core Indicators domains. The data included here are from the first year of data collection (2005). The data are organized by the following domains:

- ♦ Community Inclusion
- ♦ Choice and Decision-Making



- ♦ Relationships
- ♦ Satisfaction
- ♦ Service Coordination
- ♦ Access
- ♦ Safety
- ♦ Health
- ♦ Medications

## II. METHODS

This section describes the survey tool, research methodology, and administrative procedures used to collect the data and to ensure the validity of the information gathered.

The pilot project steering committee selected the National Core Indicators (NCI) instruments to be used as the data collection tools for this activity. These surveys are used across the country by 24 state developmental disabilities service systems and by one regional center in California. The tools have been tested for validity and reliability, and they also have the advantage of producing national benchmarks for comparison purposes. The surveys are specifically designed to measure performance and outcome indicators. The committee selected these tools for their benchmarking potential and for their correspondence with the quality measure domains of interest to the California DDS.

The NCI Consumer Survey (conducted in person) was administered by a private contractor, XenologiX. The contractor was provided with the standard training and administration protocols specified by NCI. The first year of data collection took place in 2005.

### ***Description of NCI Consumer Survey***

The NCI Consumer Survey was initially developed by a technical advisory subcommittee with the purpose of collecting information directly from individuals with developmental disabilities and their families or advocates. The survey is designed to measure specific performance indicators. Many questions were drawn from survey instruments already in use in the field; other questions were developed specifically for NCI. NCI staff have tested and refined the instrument each year based on feedback from interviewers.

The Consumer Survey is composed of a pre-survey form and three main sections.

- ♦ The Pre-Survey Form provides interviewers with information necessary to schedule face-to-face interviews, including contact information for consumers, and the names of guardians, advocates, or other individuals who might be asked to provide responses. The form also was used by interviewers to identify, prior to the interview, special communication needs that individuals might have, define terms the individual would be most familiar with, and document that verbal consent was obtained.

- ♦ The Background Information Section requests demographic information and some items related to health status.
- ♦ Section I of the survey consists of questions that seek to obtain the individual consumer's perspective and opinions about his or her services and supports. This section may only be completed through a direct interview with the individual; proxy responses are not acceptable.
- ♦ Section II questions are less subjective and are also answered by the individual if possible. If the person is unable to respond, an advocate is asked to answer.
- ♦ The last page of the survey is the Surveyor Feedback Sheet. Surveyors are asked to record the length of the interview with the individual and describe any problematic questions.

### ***Supplemental questions***

The survey tool used by DDS contained additional questions as requested by the project Steering Committee. Six supplemental questions were added to Section I of the survey and seven to Section II. Supplemental questions in Section I further explore the issues of work and daytime activities, home, and satisfaction with services/supports. The supplemental questions added to Section II of the original survey further explore the issues of community participation, choices and rights.

### ***Sampling Design***

\*This section is adapted from an earlier Xenologix report.

The Bay Area Pilot Project focused on consumers over 18 years of age and who are on the Medicaid Waiver, as well as consumers from Agnews Developmental Center who have transitioned to home and community-based services. This report includes only those consumers who were in the Medicaid Waiver sample. The total population from which the sample was drawn is outlined in the table below.

<b>Regional Center</b>	<b>Medicaid Waiver (18+) Population Served Year One</b>
GGRC	2,039
RCEB	3,349
SARC	2,513
<b>TOTAL</b>	<b>7,901</b>

NCI protocols require a minimum of 400 in-person Consumer Surveys to ensure valid comparisons across states. Xenologix designed a sampling plan to ensure statistically significant data, or a 95% certainty that the data represents the population served by SARC, RCEB, and GGRC. Due to conflicting timeline and workload constraints at the regional centers, the 95% confidence interval was reduced to 90% mid-study, with a 5% margin of error.

The study parameters also included that results be analyzed at the regional center level. If the survey results were submitted for inclusion in the national NCI report (at the discretion of the project Steering Committee) they would be analyzed only in aggregate for the purpose of national state-to-state comparison. The Steering Committee determined not to submit survey results to NCI in Year 1, but maintained the requirement to view results and analysis at the regional center level.

For the Medicaid Waiver, 18 years and older, the sample was a random pull. The number pulled ensured completed surveys at the 95% confidence interval and 5% margin of error, including overage required to compensate for invalid contact information, declines to participate, etc. Regional center staff obtained consent from the consumer or legal guardian to release consumer contact information to XenologiX.

Following is a summary of the sample records, consents, and target interviews for each regional center depicting the difference between the 95% confidence interval and the 90% level.

Regional Center	Sample	Consents	Interviews (95%)	Interviews (90%)
GGRC	588	277	377	221
RCEB	691	312	414	249
SARC	798	304	397	243
<b>Total</b>	<b>2,077</b>	<b>893</b>	<b>1,188</b>	<b>713</b>

In summary, the sample for the study was initially drawn to assure a 95% confidence level but this confidence level was later reduced to 90% in order to meet the deadlines. The margin of error was kept at  $\pm 5\%$  throughout the study. To take into account differential sample size by region, a weight was applied during the analysis.

### ***Administrative Procedures***

\*This section is adapted from an earlier Xenologix report.

During the early phases of this project a senior HSRI staff person conducted a “train-the-trainer” module over the phone to illustrate the use of the survey and provide guidance on how to conduct successful interviews. Topics covered by the training include:

- ♦ Background and basics about the National Core Indicators
- ♦ Role of consumer surveys in quality management

- ♦ Overview of survey tool

At this time the different components of the survey were illustrated and critical parts of the interviewing process reviewed and explained thoroughly.

For the Consumer Survey, the three regional centers contacted potential participants either via telephone, mail or in-person to introduce the project and gain the consumer's consent to participate. If the consumer agreed to participate, the regional centers provided selected Pre-Survey and Background Information via the Internet. Once this data was provided, additional data to complete these sections was provided from the regional center databases. Pre-Survey information was then provided to XenologiX for independent, trained interviewers to schedule in-person interviews with consumers at a time and location of their choice.

### ***Data Analysis***

All persons selected in the survey sample are given an opportunity to respond to questions in a face-to-face interview. There is no pre-screening procedure. Exclusion of responses is done at the time of data analysis, based on specific criteria described below.

Section I is administered only to the person receiving services. A person's responses are excluded if any of the following criteria are met:

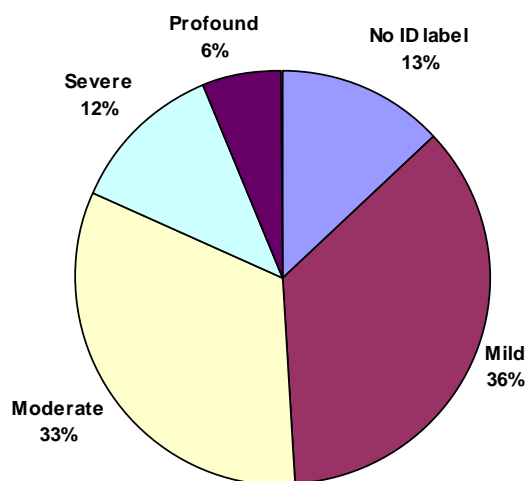
- ♦ The consumer responded to less than half of the questions in Section I.
- ♦ The interviewer recorded that the person did not understand the questions being asked.
- ♦ The interviewer recorded that the person gave inconsistent responses.

After excluding incomplete and inconsistent responses, the percent of valid respondents to Section I = 65.0% (460/708).

Section II allows multiple respondents. Other informants (e.g., family, friend, support worker) may have provided answers to some of the questions. In the final analysis, if a respondent is excluded from Section I, his or her responses are also excluded from Section II. Otherwise, all responses to questions in Section II are included in the analysis, regardless of how many questions were answered.

### ***Demographic Profile of Survey Respondents***

This section summarizes descriptive characteristics of the Year One Medicaid Waiver sample. Demographic information by Regional Center is displayed in **Appendix A: Demographics by Region**. Tables detailing the types of services and supports received are included in **Appendix B: Services and Supports**.



**Figure 1. Level of cognitive disability (N=670)**

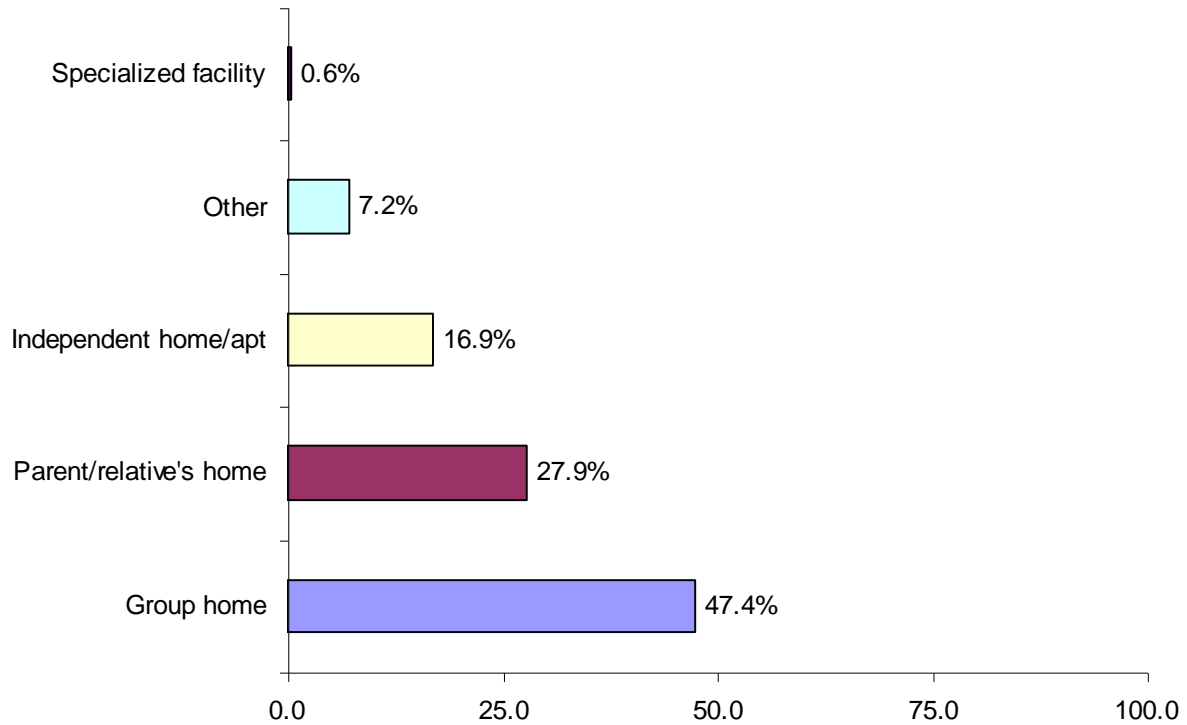
*Age:* The average age of respondents was 43.2 years old, with a range of ages from 19 to 90.

*Gender:* 59% of respondents were male.

*Level of cognitive disability:* As shown in Figure 1, 69% of the sample had a diagnosis of “mild” or “moderate” cognitive disability, and 18% had a diagnosis of “severe” or “profound” cognitive disability.

*Communication:* 50% of respondents in the sample used a nonverbal form of communication as their primary means of expression (e.g., gestures, sign language, and communication devices).

*Race and Ethnicity:* The overall sample of respondents included the following racial and ethnic diversity: 65% reported their race as White, 17% identified their race as Black or African American, and 11% reported their race as Asian. Another 7% reported their race as “Other” or “Mixed Race.” In addition 13% reported their ethnicity as Hispanic.



**Figure 2. Type of Residence  
(N=698)**

*Type of Residence:* 47% of the respondents live in group homes, 28% live with parents or relatives, and the rest live in other types of settings. The distribution of living arrangements for the full sample is displayed in Figure 2.

**Table 1. Other Disabilities**

Type of Disability or Diagnosis	Percentage (%)
Mental illness/psychiatric diagnosis	22.3
Seizure disorder/neurological problem	20.1
Physical disability	11.3
Vision impairment	6.4
Other disability	6.5
Cerebral palsy	18.6
Autism	8.2

*Other Disabilities:* Table 1 displays other disabilities or diagnoses noted in personal records. Common disabilities included: 22.3% reported having a psychiatric diagnosis or mental illness, 20.1% have a seizure disorder or other neurological problem, 18.6% noted having cerebral palsy, and 11.3% reported having another physical disability.

### ***National Core Indicator Outcomes***

The next section presents the results for the Year One Medicaid Waiver sample by core indicator. Note that some item responses are collapsed in order to calculate the indicators, thus the reader should pay close attention to how the indicators are worded. For more detailed results, see **Appendix C: Item by Item Survey Results**, which contains tables showing the breakdown of each response choice for each question on the survey, by Regional Center. Unless otherwise specified, “don’t know” and “not applicable” responses are excluded from the Valid N and Percent figures.

The results are grouped according to the NCI framework, which is divided into major domains and sub-domains. For ease of reading, the sections are organized in this format:

- ♦ **Domain: Sub-domain**
- ♦ *Concern Statement*
- ♦ **Indicators<sup>1</sup>**
- ♦ Charts of results by region for each indicator, including a summary column (“BARC”) representing all three Bay Area Regional Centers combined, and a column representing the NCI benchmark.

Two types of comparisons are included:

- ♦ **Regional Center comparisons:** Chi square tests were performed to determine statistically significant differences among Regional Centers. Results were weighted to adjust for different sample sizes across the three centers. Significant differences by region are indicated in the chart title using one or two asterisks. One asterisk (\*) means the difference is significant at the  $p < .05$  level (standard cutoff point); two asterisks (\*\*) indicates the difference is significant at the  $p < .01$  level (slightly more significant).
- ♦ **National NCI benchmarks<sup>2</sup>:** National NCI figures are included for general comparisons only; no significance testing was performed. In order to provide a more appropriate benchmark, only NCI respondents who receive Medicaid Waiver services are included in the totals. The comparisons are derived from the 2004-2005 data collection, which included 15 states plus the Regional Center of Orange County, California.

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<sup>1</sup> The complete list of National Core Indicators can be found at [www.hsri.org/nci](http://www.hsri.org/nci).

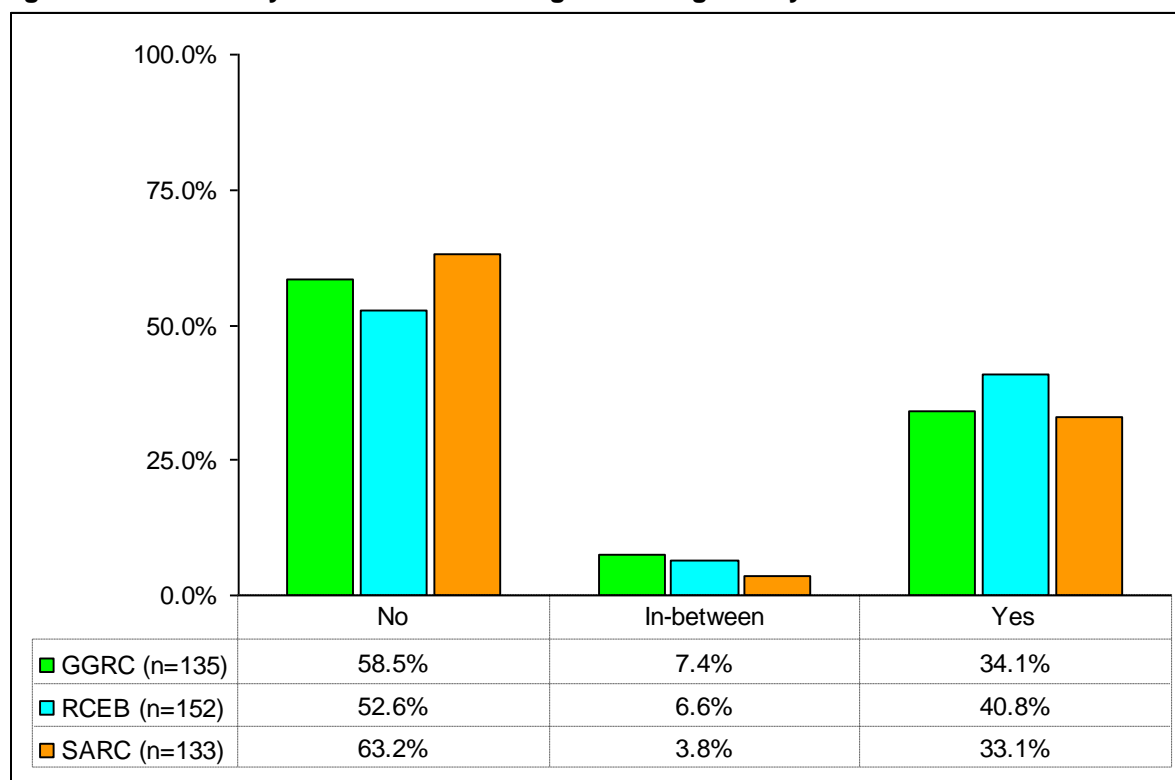
<sup>2</sup> Consumer Outcomes Phase VII Final Report: Fiscal Year 2004-2005 Data, [www.hsri.org/nci/index.asp?id=reports](http://www.hsri.org/nci/index.asp?id=reports).



### III. RESULTS

This first set of figures presents the results, by region, for the supplemental questions added by the Bay Area Project.

**Figure 3. RC1. Would you rather do something else during the day?**

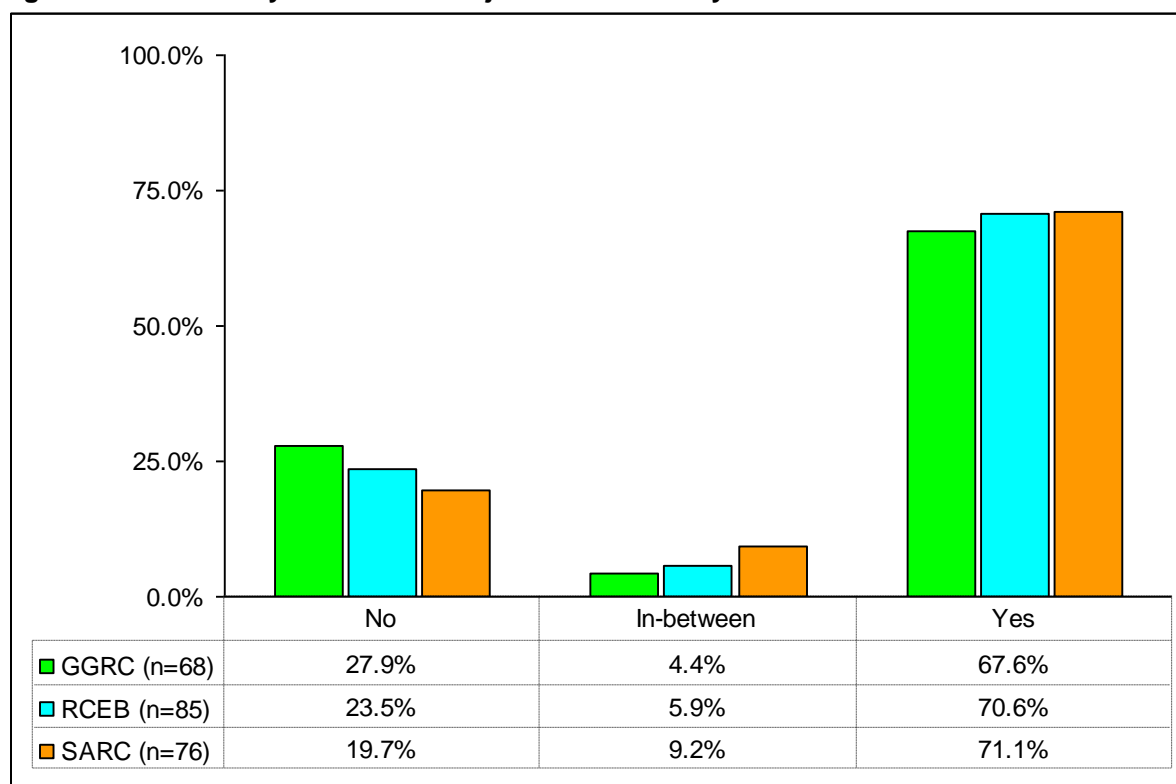


KEY: GGRC = Golden Gate Regional Center  
 RCEB = Regional Center of the East Bay  
 SARC = San Andreas Regional Center

\* = Differences among Regional Centers are significant at  $p < .05$  level

\*\* = Differences among Regional Centers are significant at  $p < .01$  level

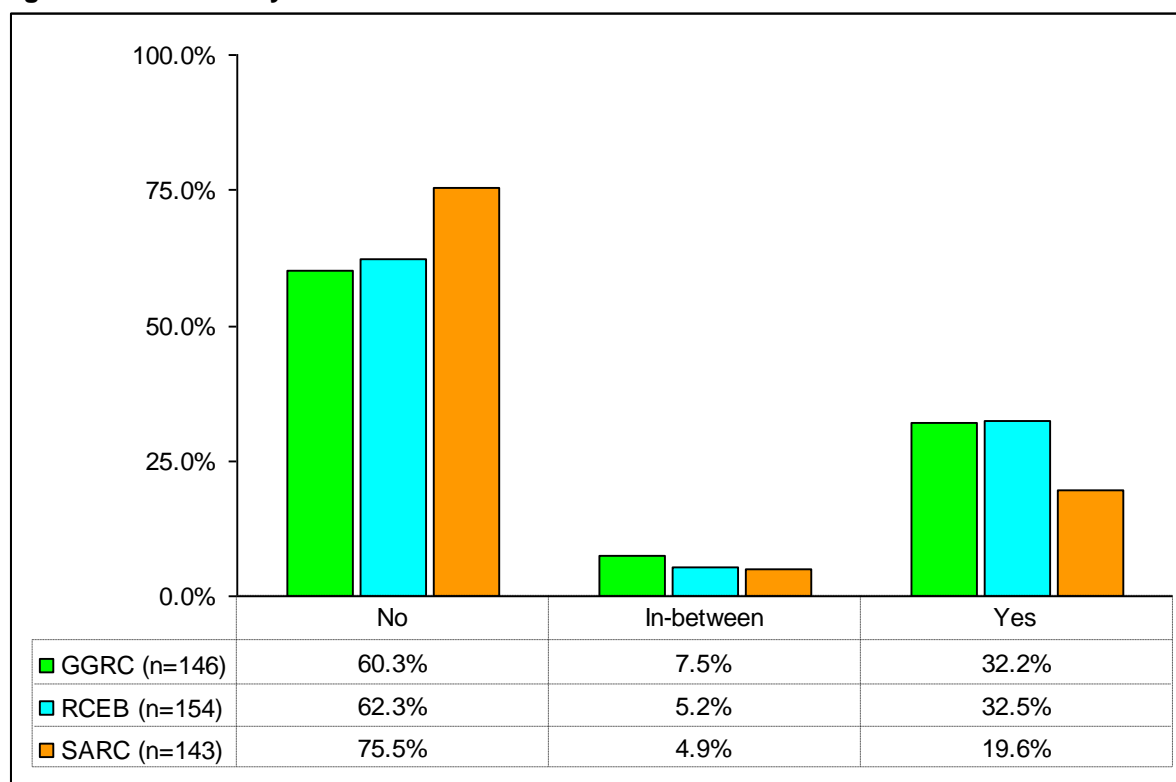
**Figure 4. RC2. Would you like to have a job and earn money?**



KEY: GGRC = Golden Gate Regional Center  
 RCEB = Regional Center of the East Bay  
 SARC = San Andreas Regional Center

\* = Differences among Regional Centers are significant at  $p < .05$  level

\*\* = Differences among Regional Centers are significant at  $p < .01$  level

**Figure 5. RC3. Would you like to live somewhere?\***

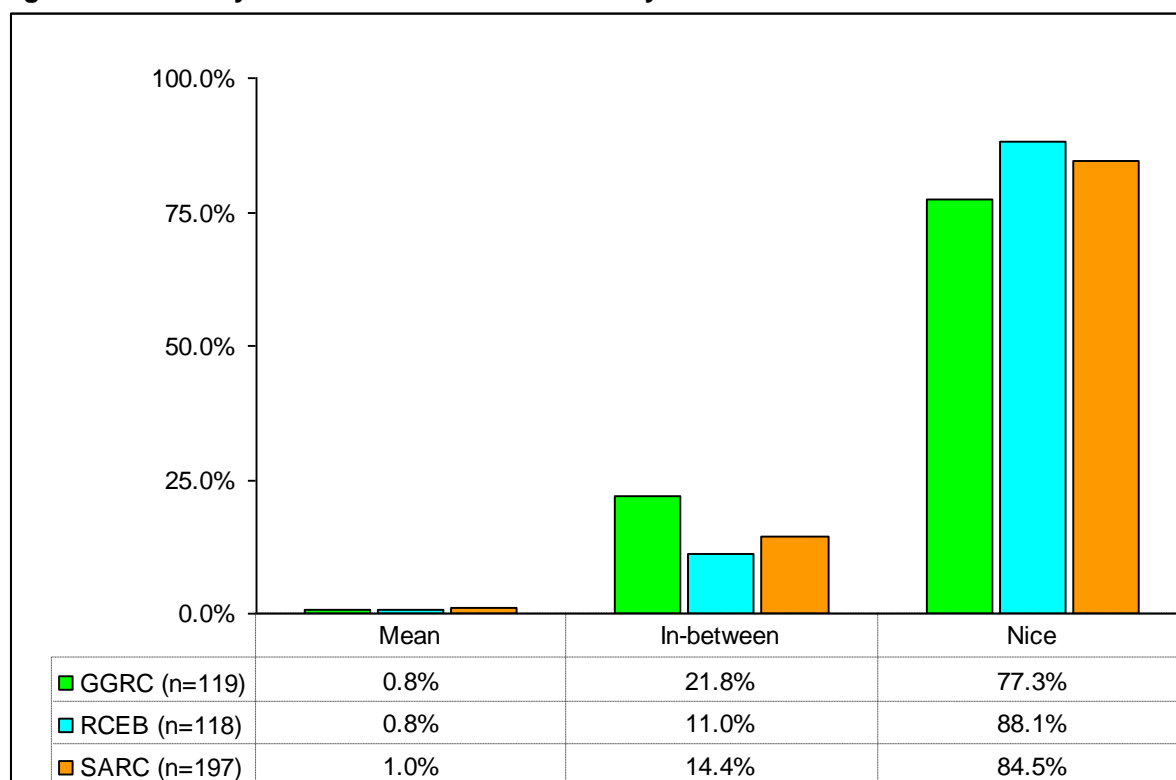
The two most common responses were that the consumers wanted either to live more independently or live with or near their family and friends. Many consumers stated that they would rather live in a different city or in a different area for personal reasons (e.g., financial; better access to services and hobbies; preference to the area, etc.). Only a small number of responses indicated that safety was a reason for wanting to live somewhere else.

KEY: GGRC = Golden Gate Regional Center  
 RCEB = Regional Center of the East Bay  
 SARC = San Andreas Regional Center

\* = Differences among Regional Centers are significant at  $p < .05$  level

\*\* = Differences among Regional Centers are significant at  $p < .01$  level

**Figure 6. RC4. Are your housemates nice or mean to you?**

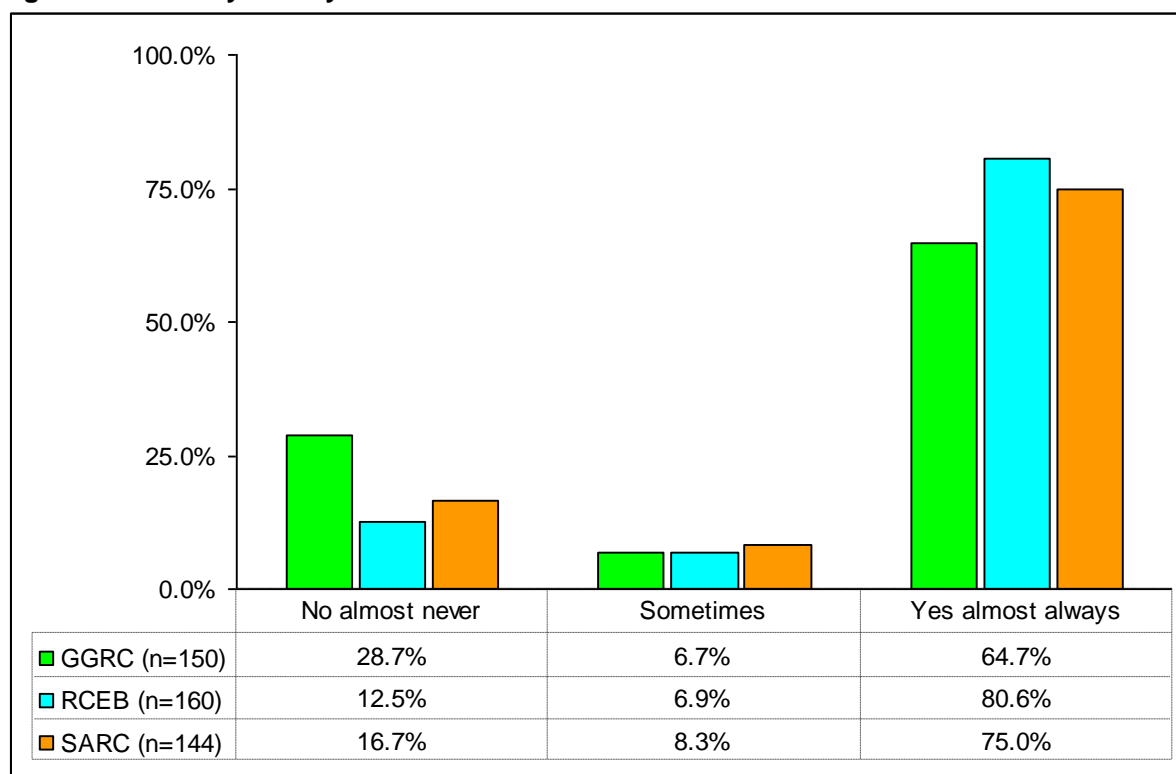


KEY: GGRC = Golden Gate Regional Center  
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 SARC = San Andreas Regional Center

\* = Differences among Regional Centers are significant at  $p < .05$  level

\*\* = Differences among Regional Centers are significant at  $p < .01$  level

**Figure 7. RC6. Do you carry an identification card?\*\***

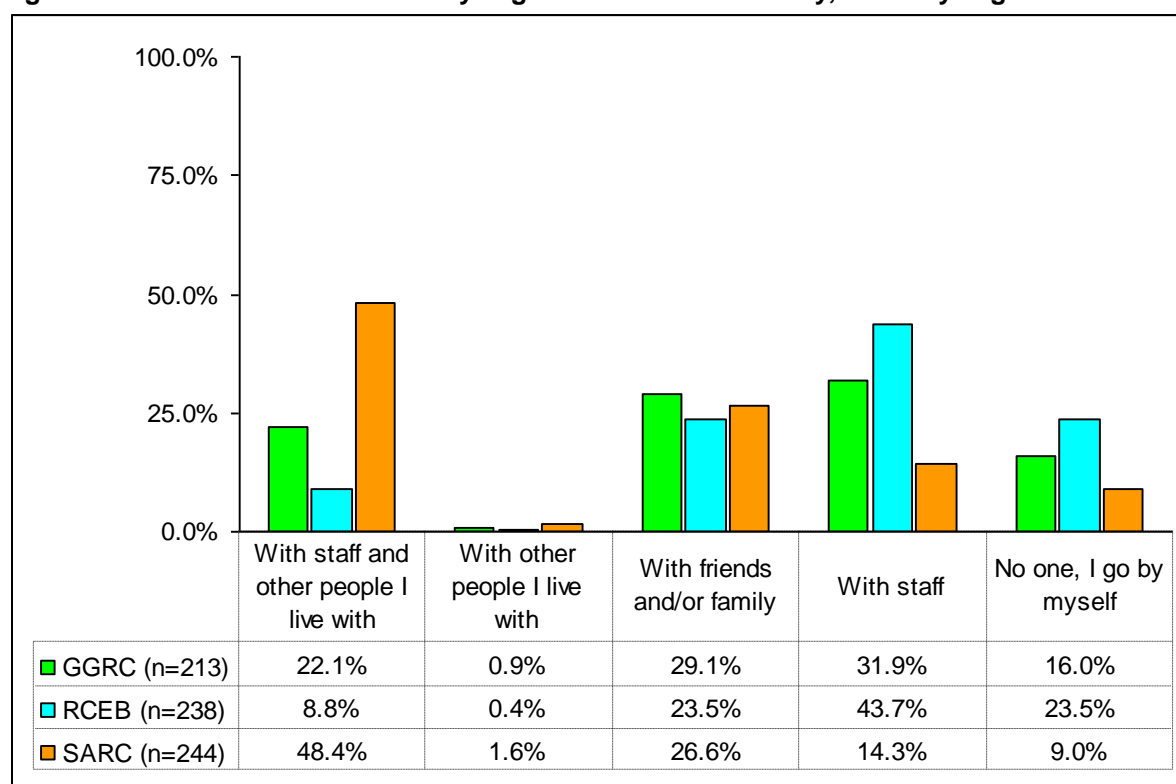


KEY: GGRC = Golden Gate Regional Center  
 RCEB = Regional Center of the East Bay  
 SARC = San Andreas Regional Center

\* = Differences among Regional Centers are significant at  $p < .05$  level

\*\* = Differences among Regional Centers are significant at  $p < .01$  level

**Figure 8. RC7. Most of the time when you go out into the community, who do you go with?\*\***

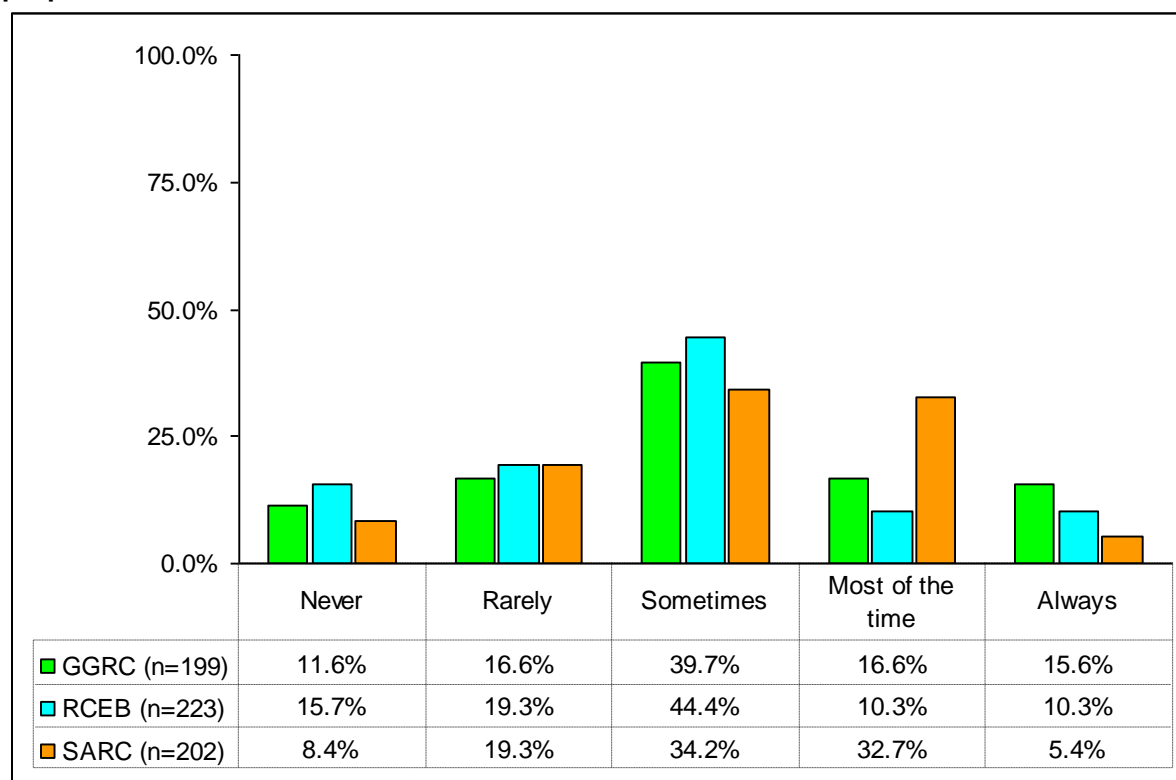


KEY: GGRC = Golden Gate Regional Center  
 RCEB = Regional Center of the East Bay  
 SARC = San Andreas Regional Center

\* = Differences among Regional Centers are significant at p<.05 level

\*\* = Differences among Regional Centers are significant at p<.01 level

**Figure 9. RC8. When you attend community events or activities, are the events or activities only for people with disabilities?\*\***

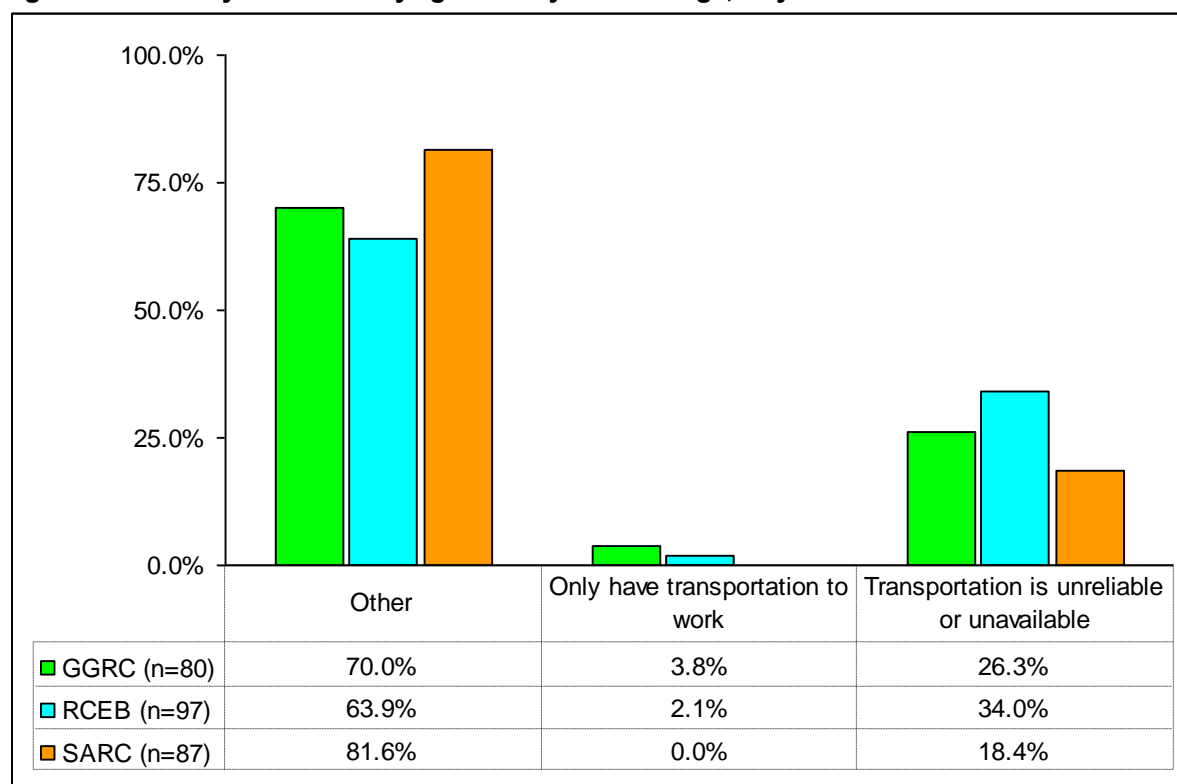


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**Figure 10. RC9. If you can't always go where you want to go, why not?**



The two most common responses were a lack of transportation for the consumers and a need or lack of supervision for the consumers to go out. Additionally, some consumers stated that they did not want to go out, were afraid to go out, or could not go out for medical, psychological, or criminal/behavioral reasons. Some respondents indicated that their schedules did not allow for going where they wanted to.

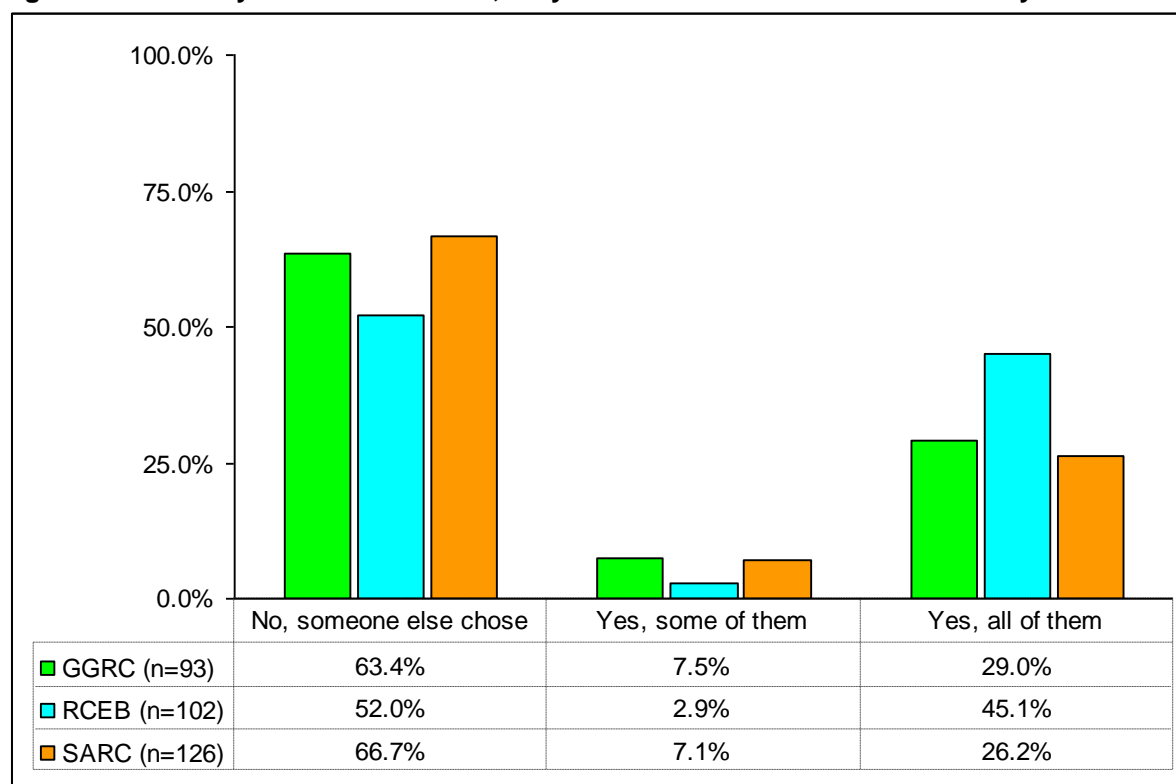
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**Figure 11. RC10. If you share a bedroom, did you choose who shares the room with you?\***

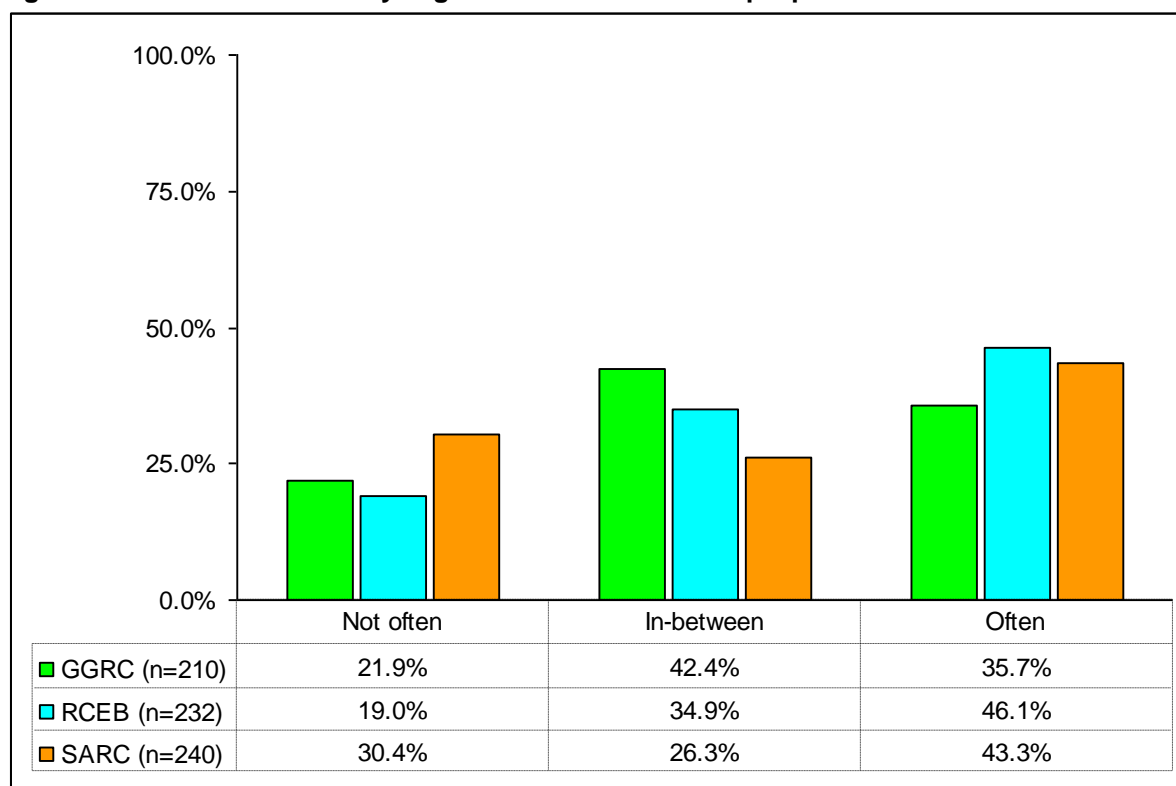


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**Figure 12. RC11. How often do you get a chance to meet new people?\***

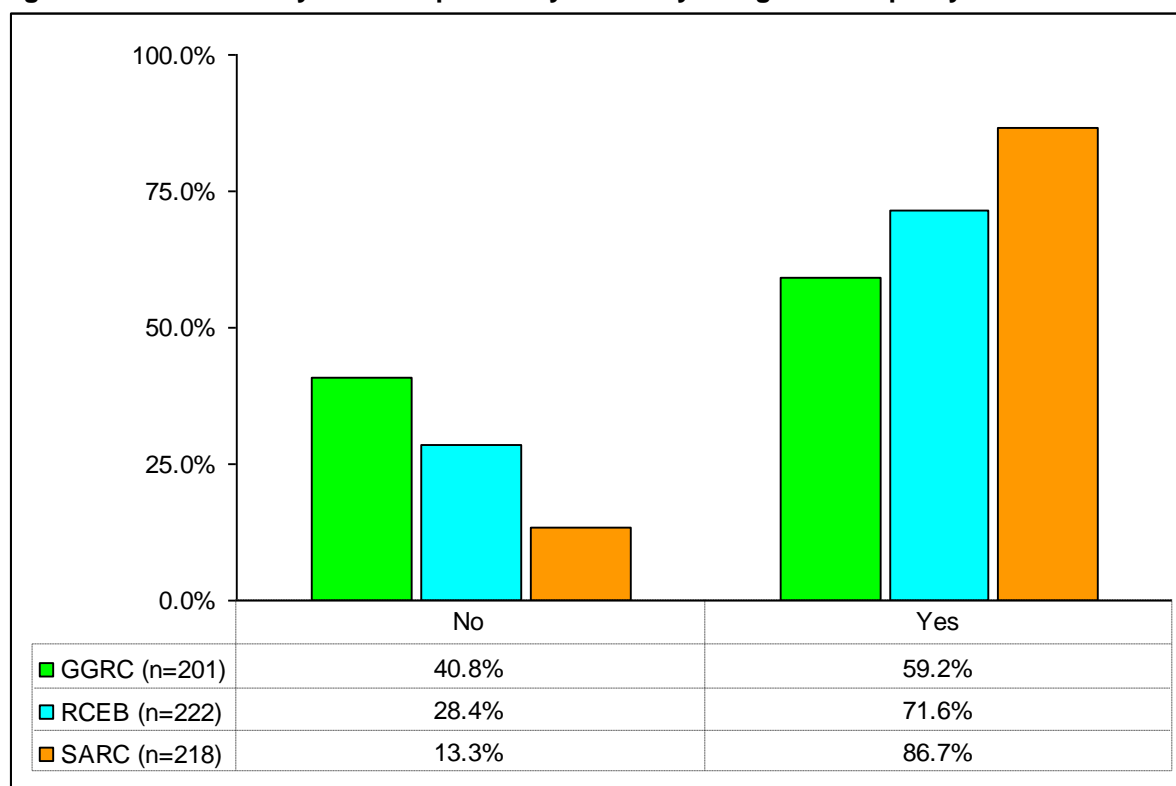


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**Figure 13. RC12. Has anyone ever spoken to you about your rights in the past year?\*\***

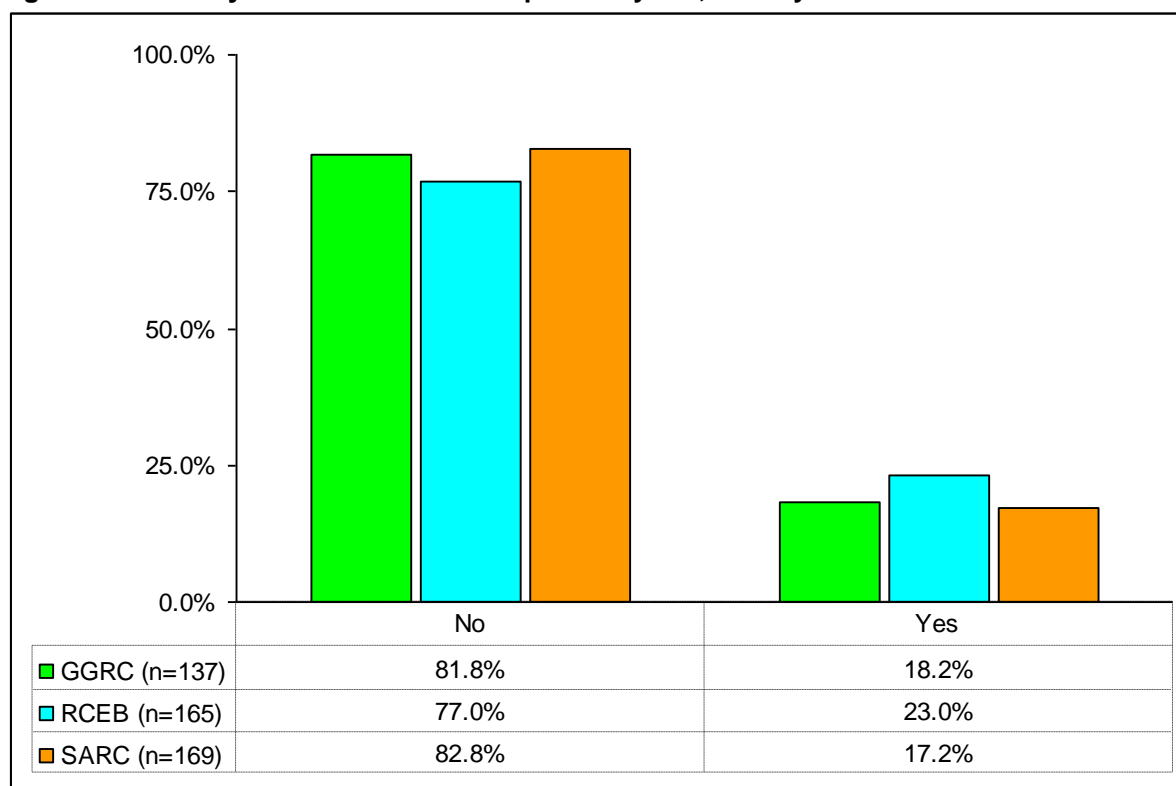


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**Figure 14. RC13. If you haven't voted in the past five years, would you like to vote?**



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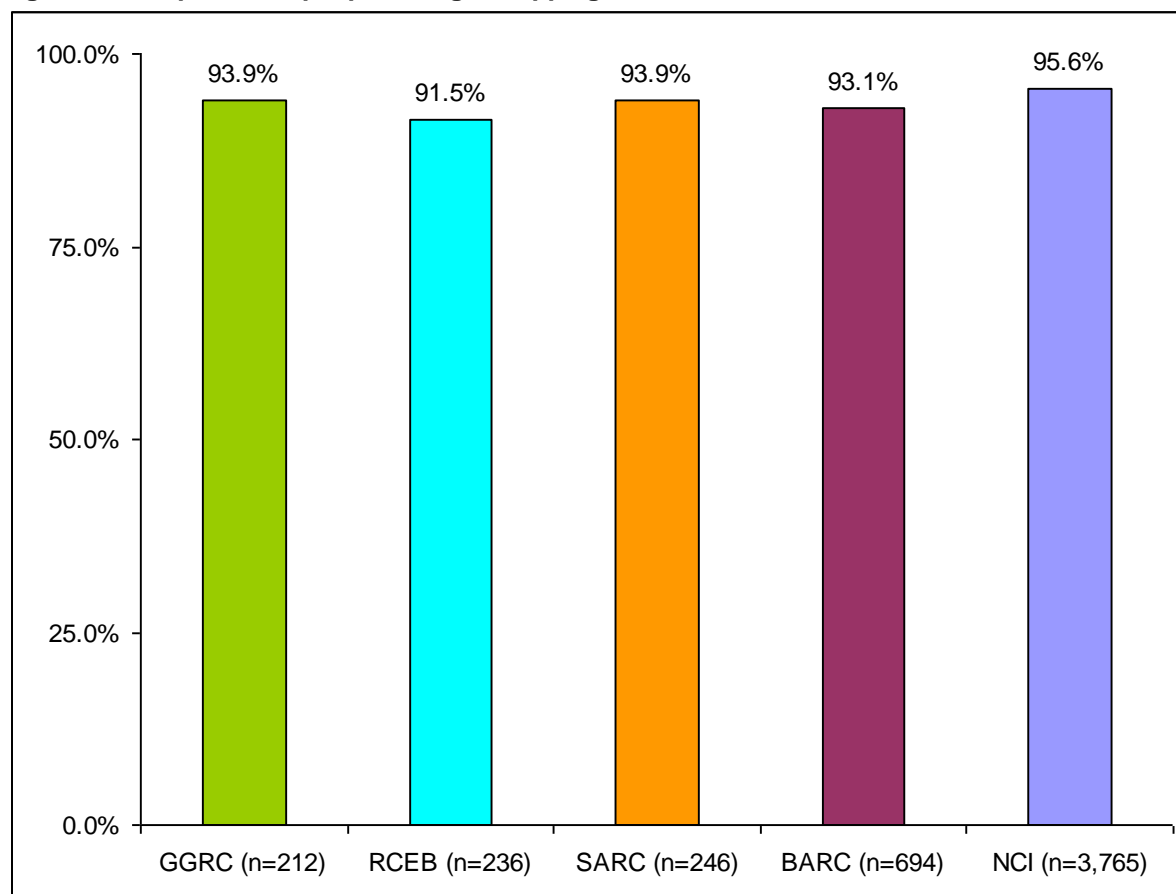
\*\* = Differences among Regional Centers are significant at  $p < .01$  level

## Consumer Outcomes: Community Inclusion

**Concern:** *People use integrated community services and participate in everyday community activities.*

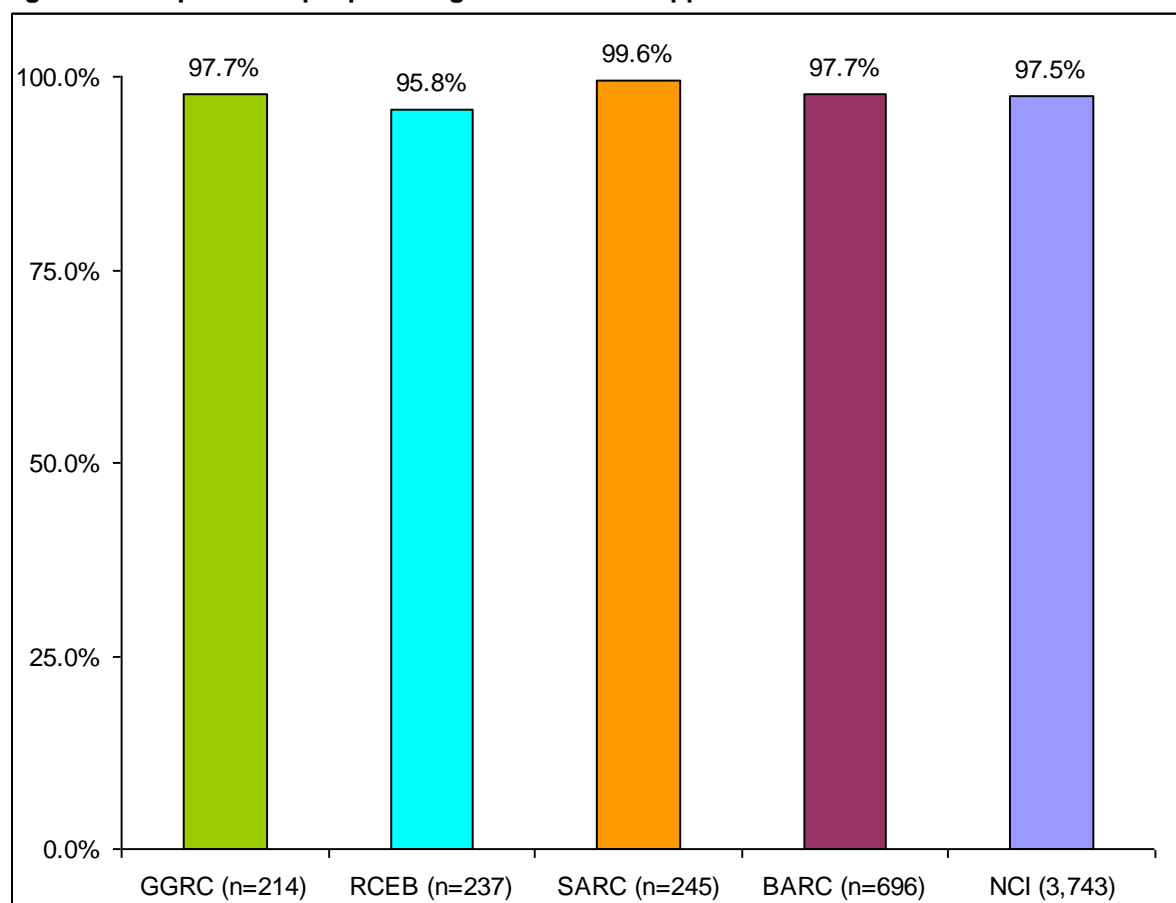
**Indicator 1:** **The proportion of people who participate in everyday integrated activities in their communities.**

**Figure 15. Proportion of people who go shopping**



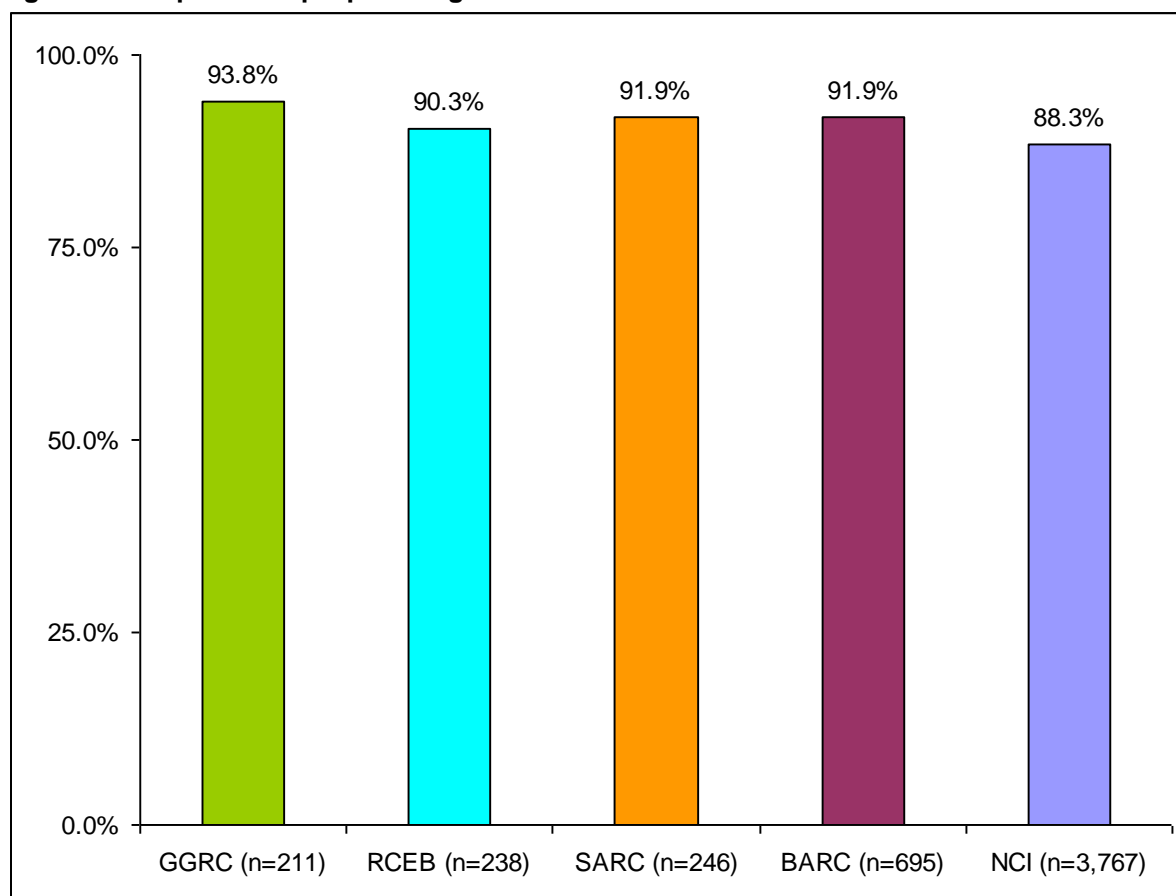
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**Figure 16. Proportion of people who go on errands or appointments\***

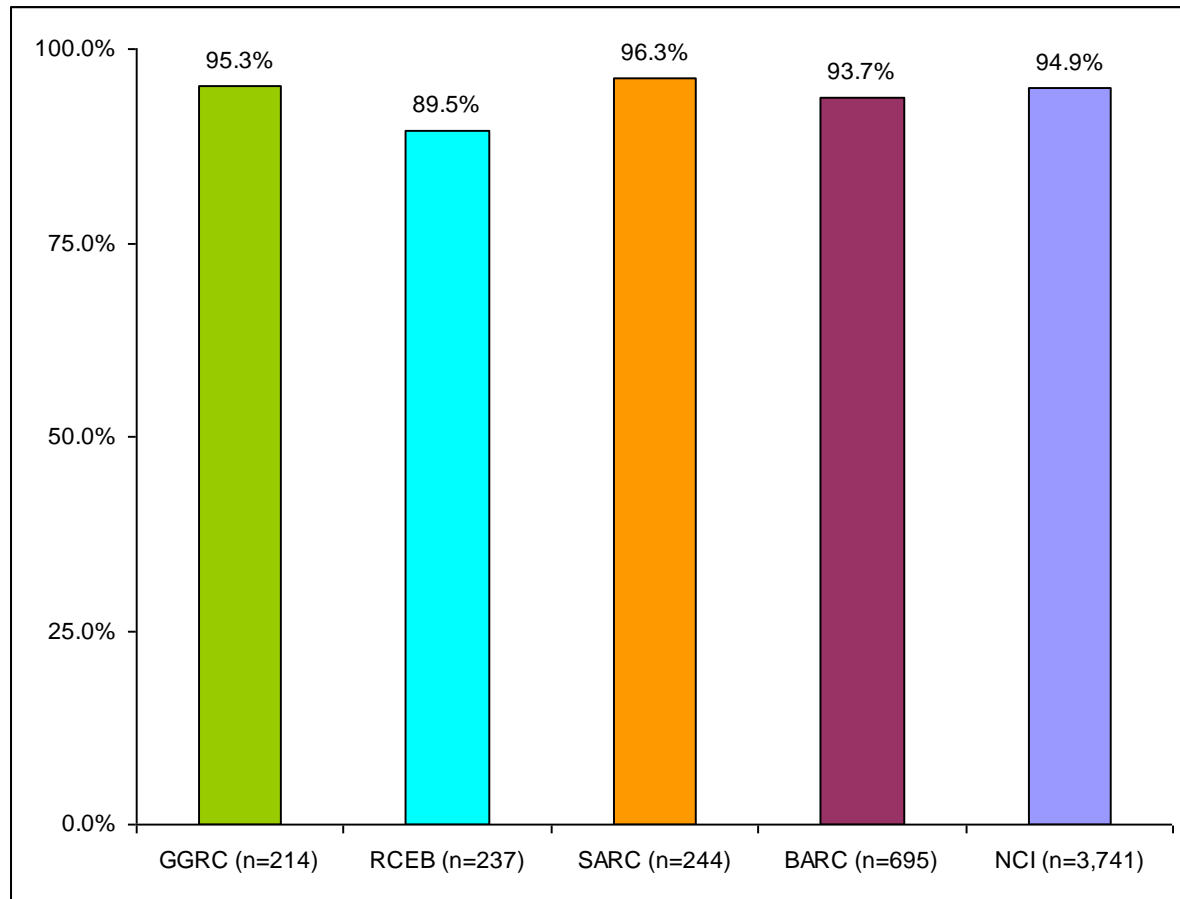


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**Figure 17. Proportion of people who go out for entertainment**



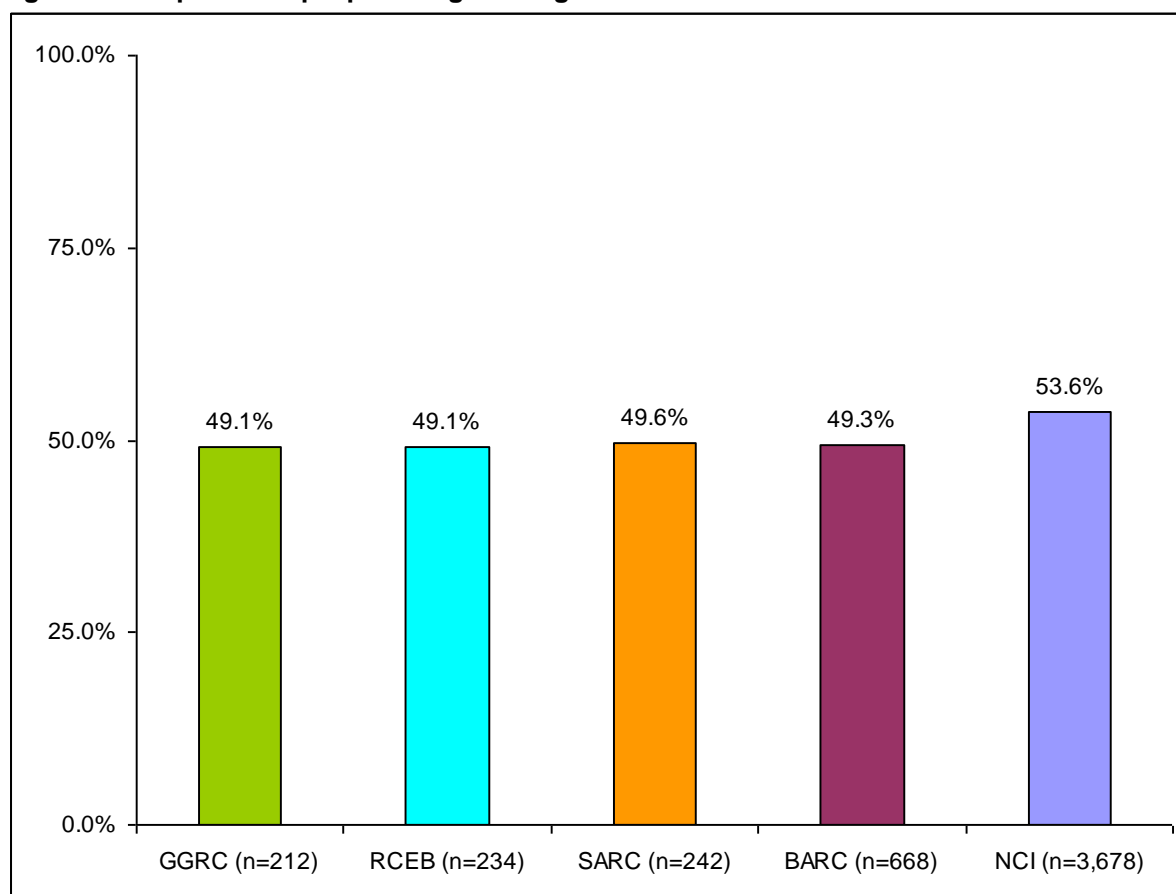
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**Figure 18. Proportion of people who go out to eat\*\***

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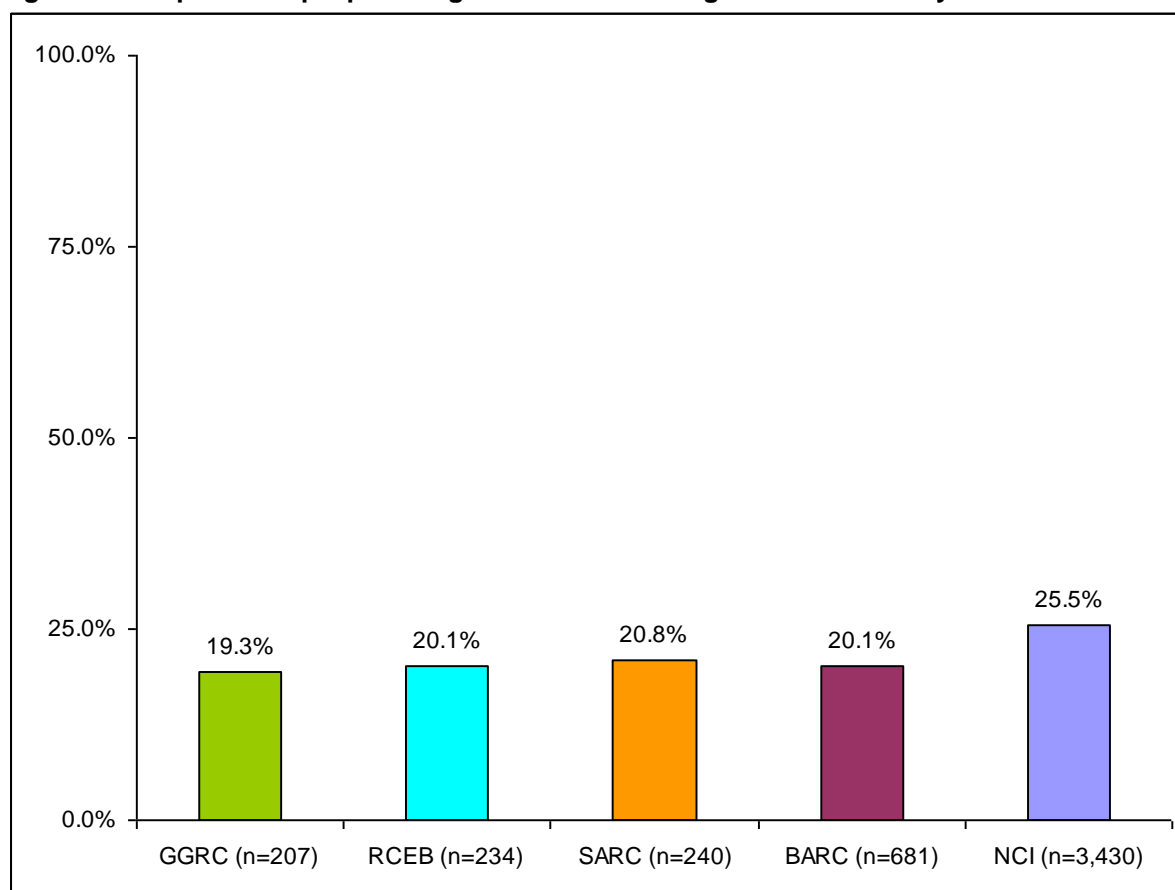


**Figure 19. Proportion of people who go to religious services**



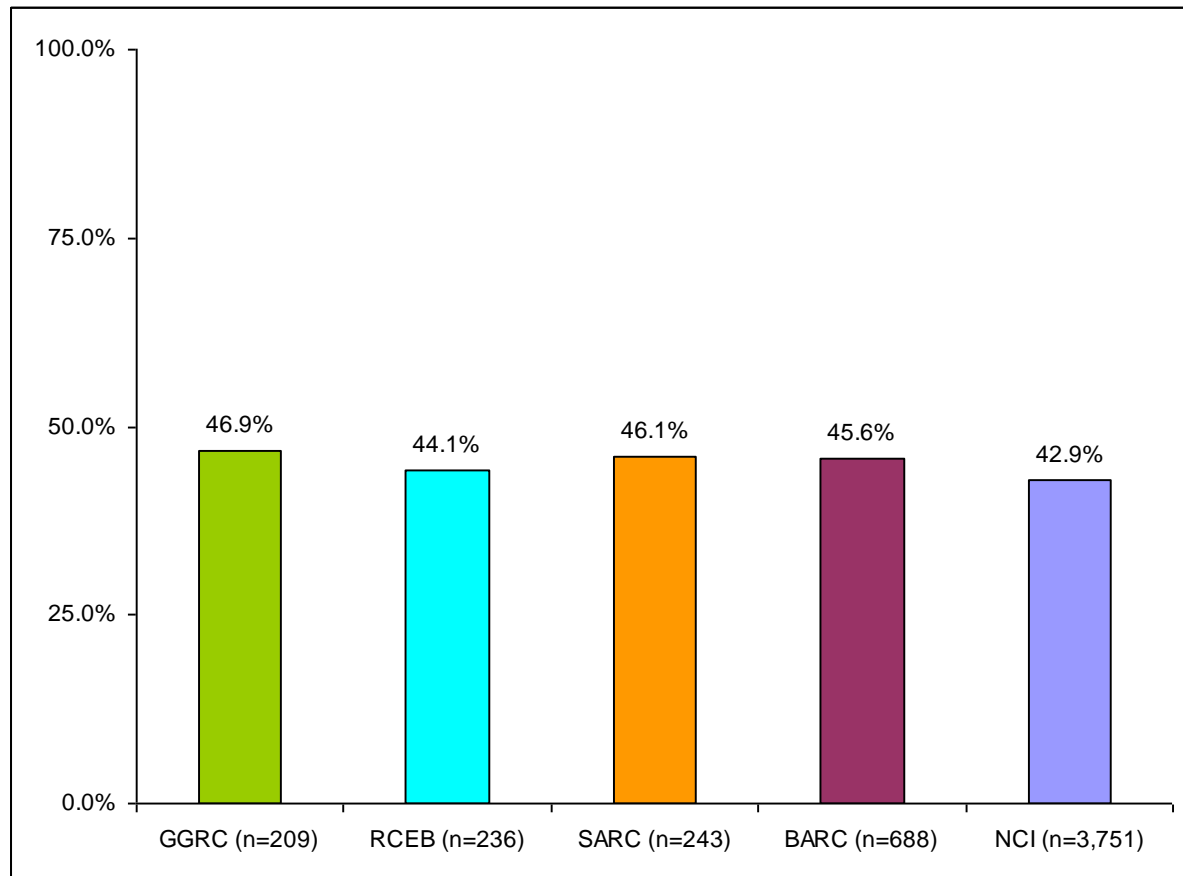
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**Figure 20. Proportion of people who go to clubs or meetings in the community**



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**Figure 21. Proportion of people who exercise or play sports in integrated settings**



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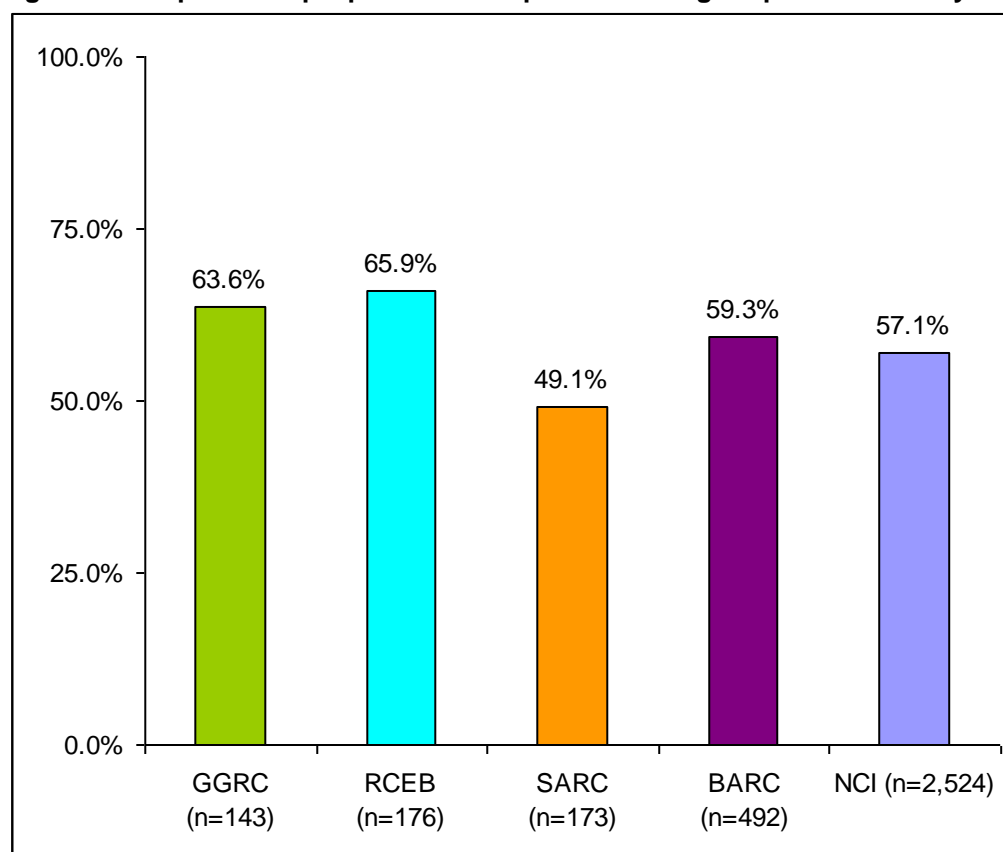
## Consumer Outcomes: Choice and Decision-Making

**Concern:** *People make choices about their lives and are actively engaged in planning their services and supports.*

**Indicator 1:** The proportion of people who make choices about their everyday lives.

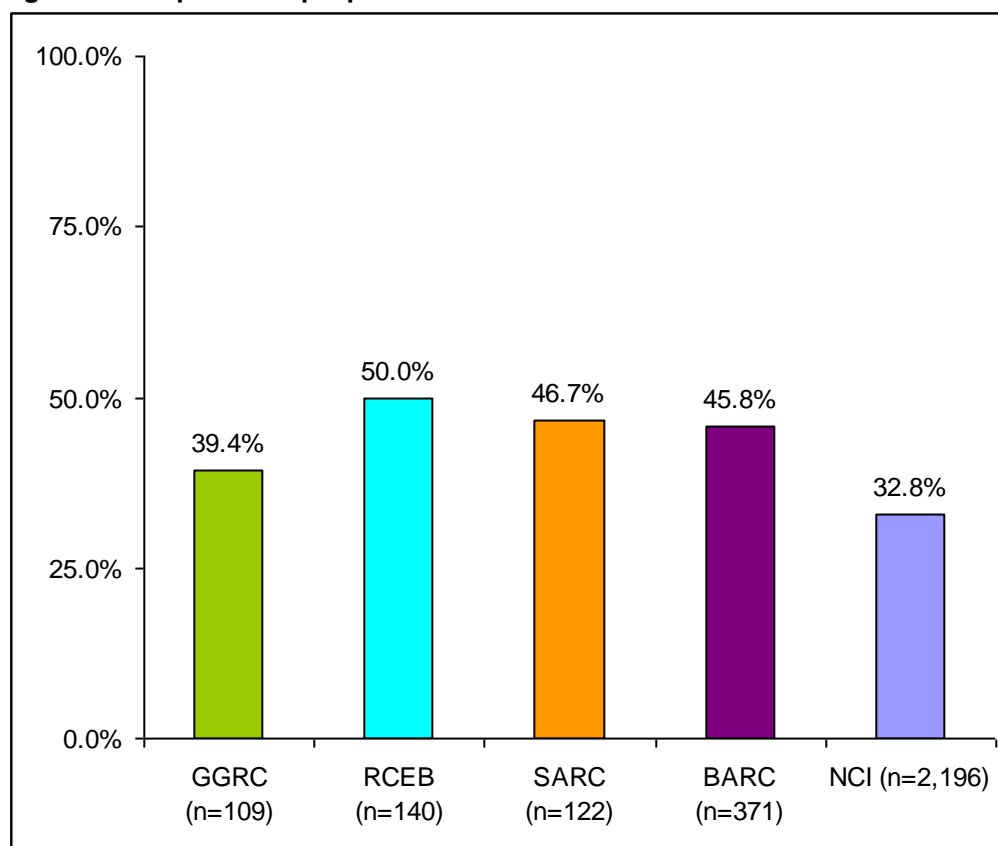
**Indicator 2:** The proportion of people who report having been provided options about where to live and work.

**Figure 22. Proportion of people who had input in choosing the place where they live\*\***



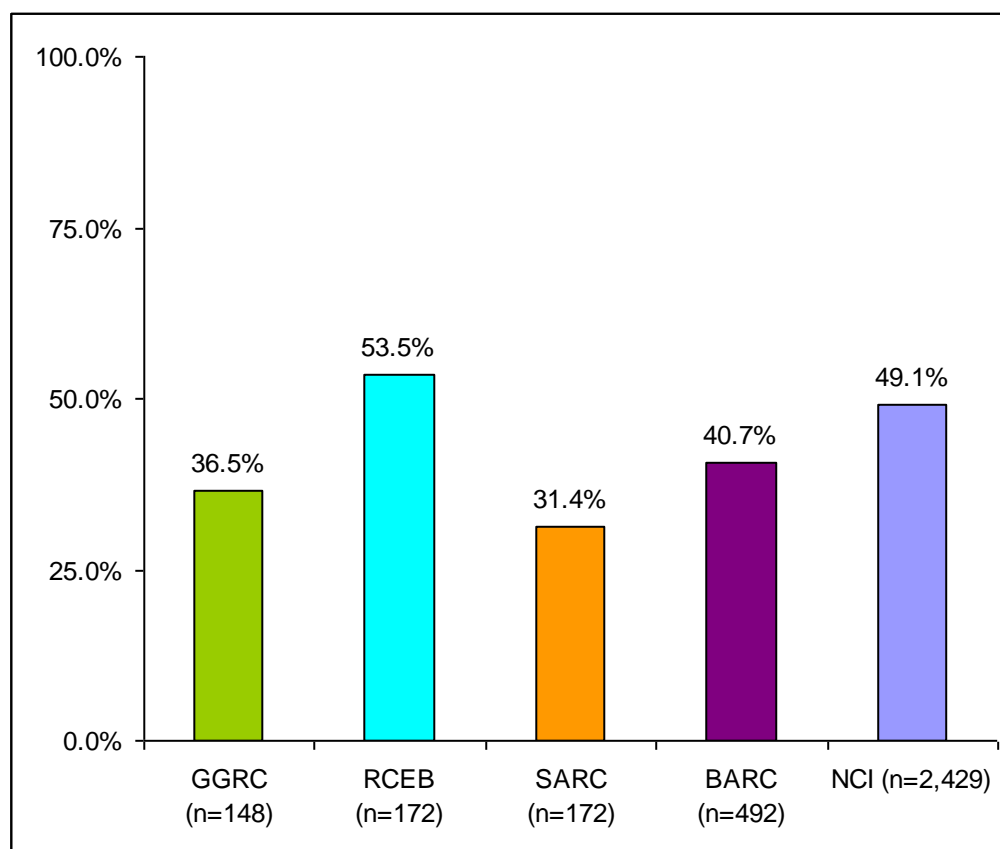
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**Figure 23. Proportion of people who looked at more than one home\*\***



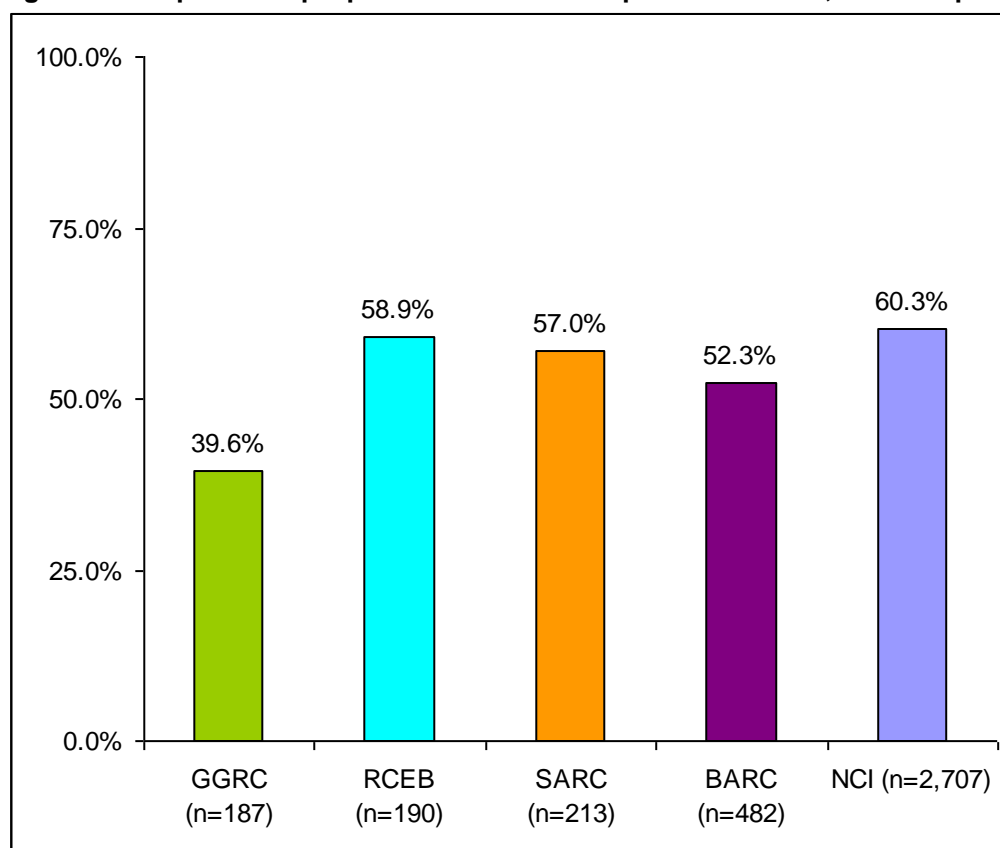
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**Figure 24. Proportion of people who chose some or all of the people they live with, or chose to live alone\*\***



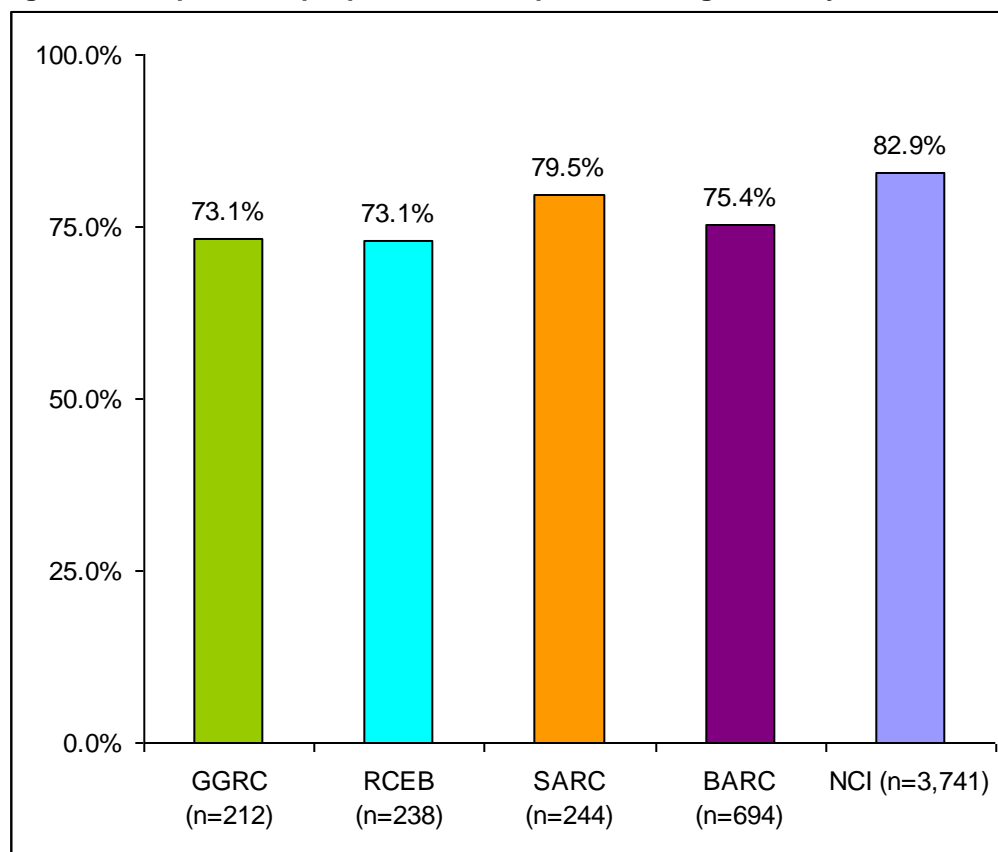
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**Figure 25. Proportion of people who chose who helps them at home, or can request a change\*\***



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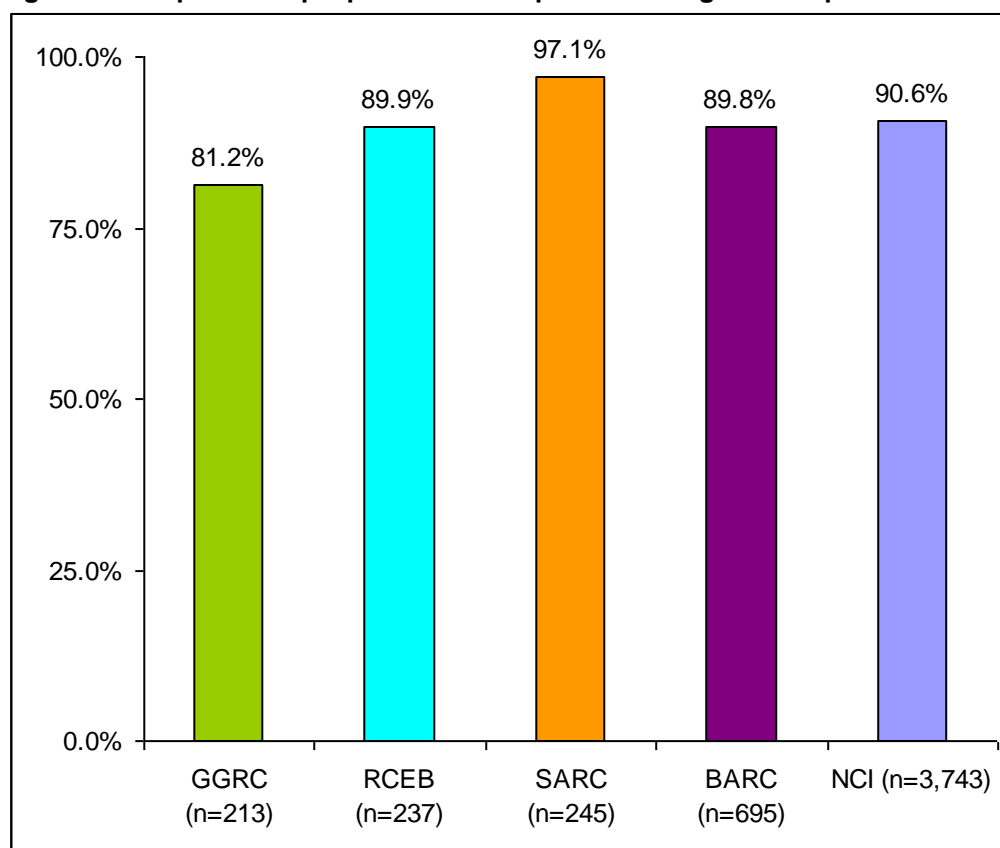
**Figure 26. Proportion of people who have input in deciding their daily schedule**



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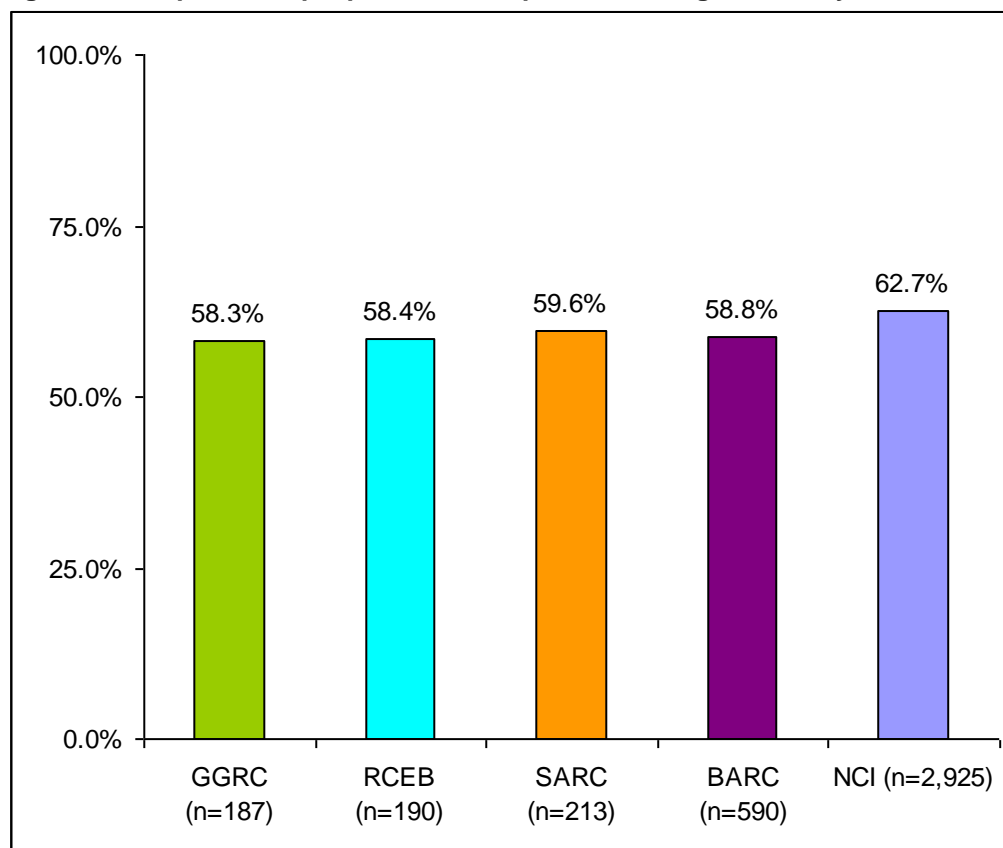


**Figure 27. Proportion of people who have input in deciding how to spend their free time\*\***



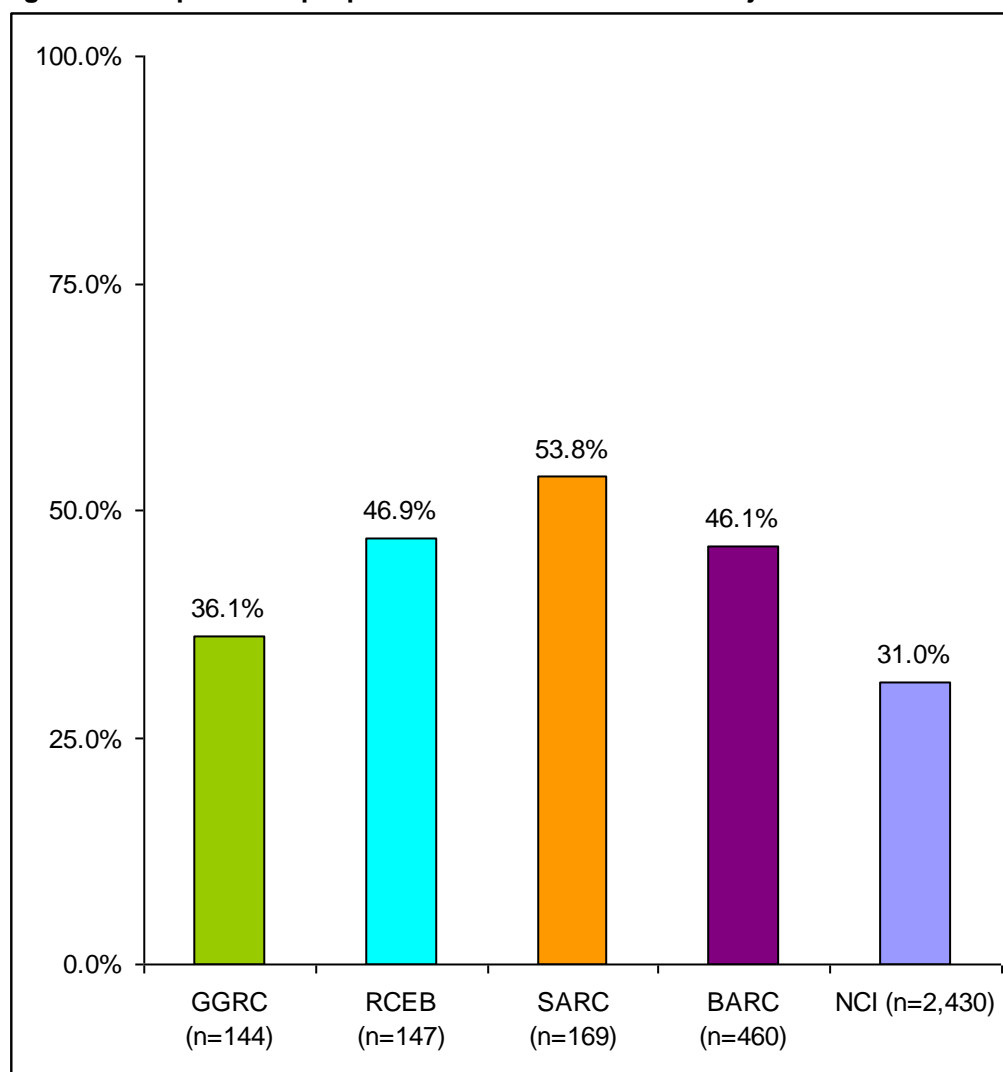
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**Figure 28. Proportion of people who had input in choosing where they work**



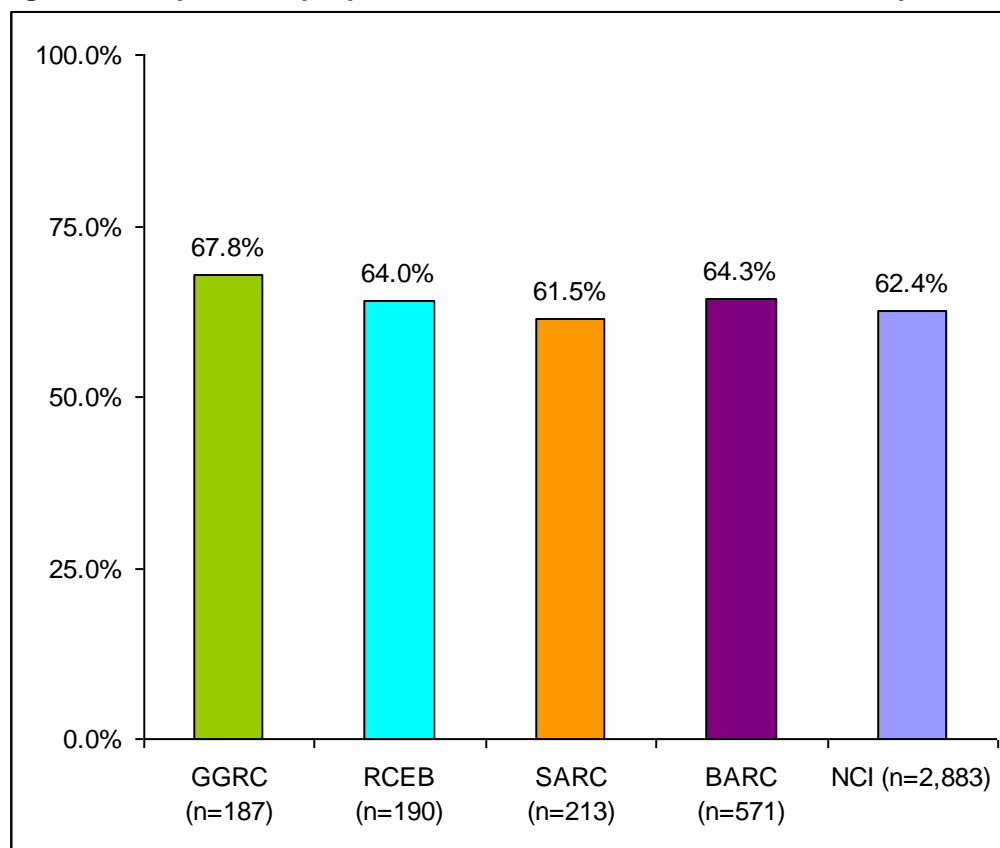
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**Figure 29. Proportion of people who looked at more than one job**



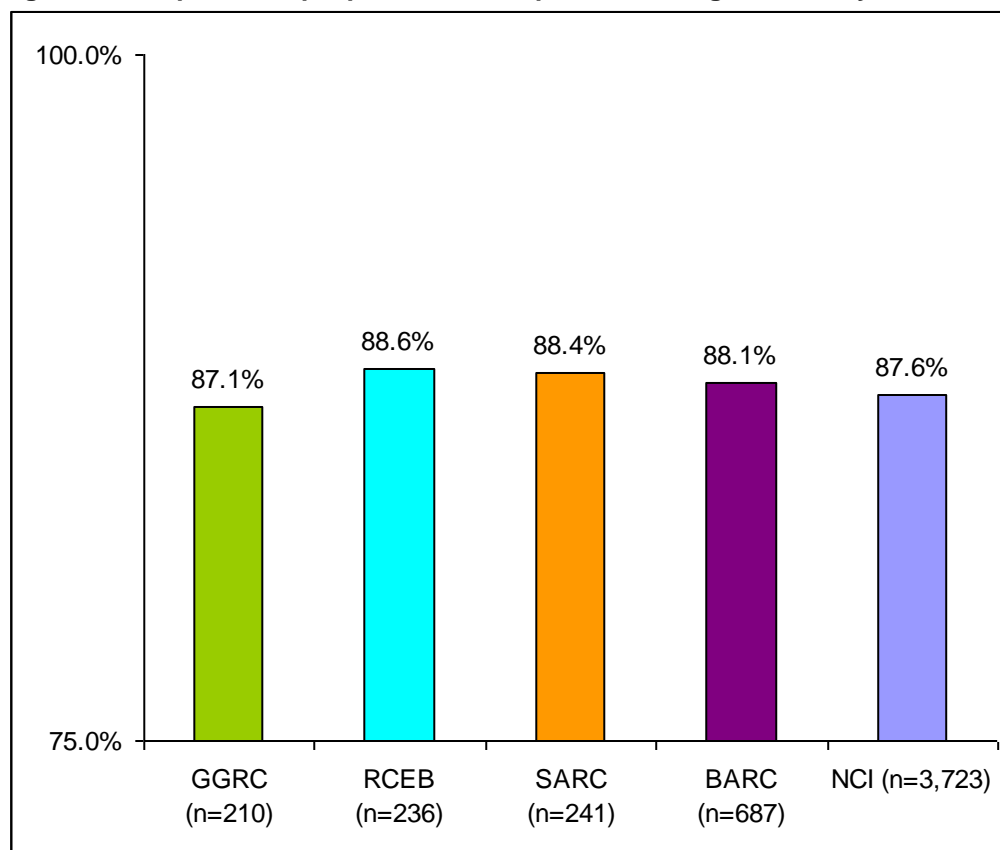
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**Figure 30. Proportion of people who chose some or all of the staff who help them at work**



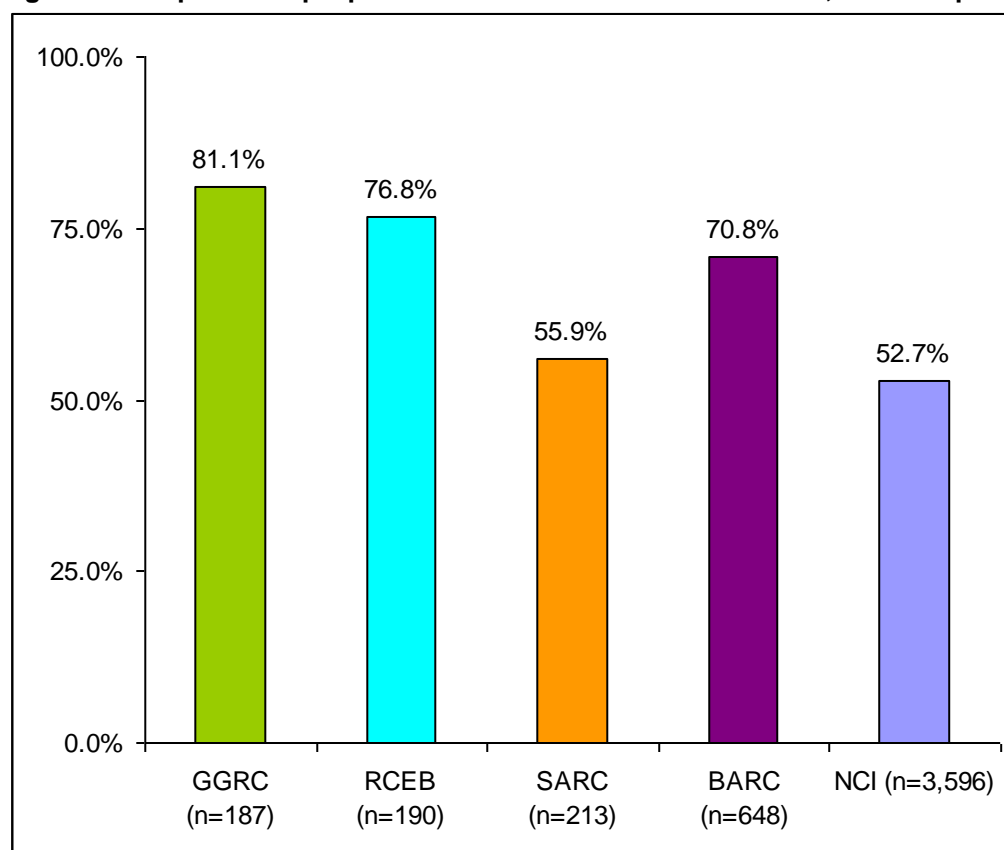
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**Figure 31. Proportion of people who have input in choosing what to buy with their spending money**



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**Figure 32. Proportion of people who chose their service coordinator, or can request a change\*\***



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## Consumer Outcomes: Relationships

*Concern: People have friends and relationships.*

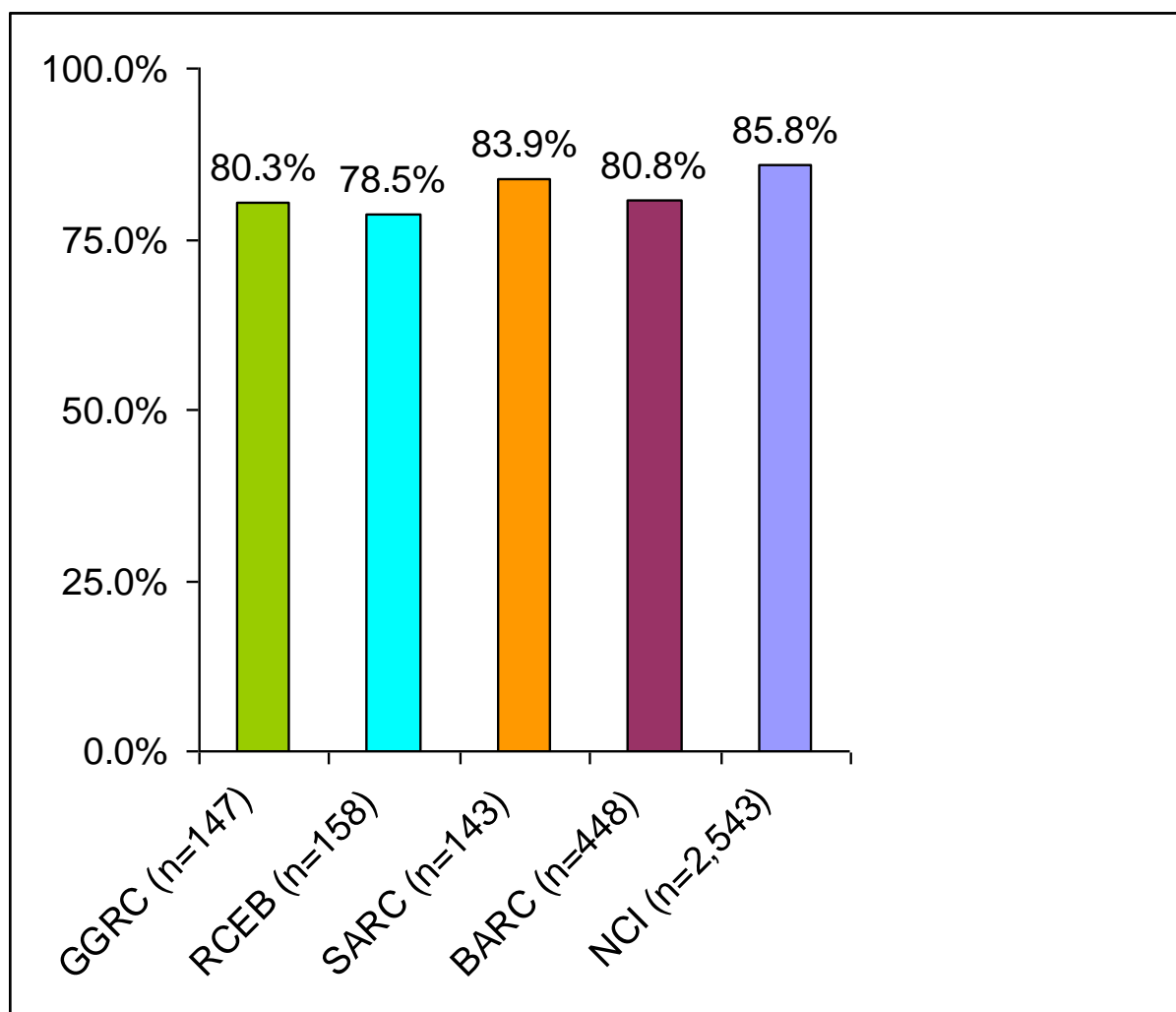
**Indicator 1:** The proportion of people who have friends and caring relationships with people other than support staff and family members.

**Indicator 2:** The proportion of people who have a close friend, someone they can talk to about personal things.

**Indicator 3:** The proportion of people who are able to see their families and friends when they want.

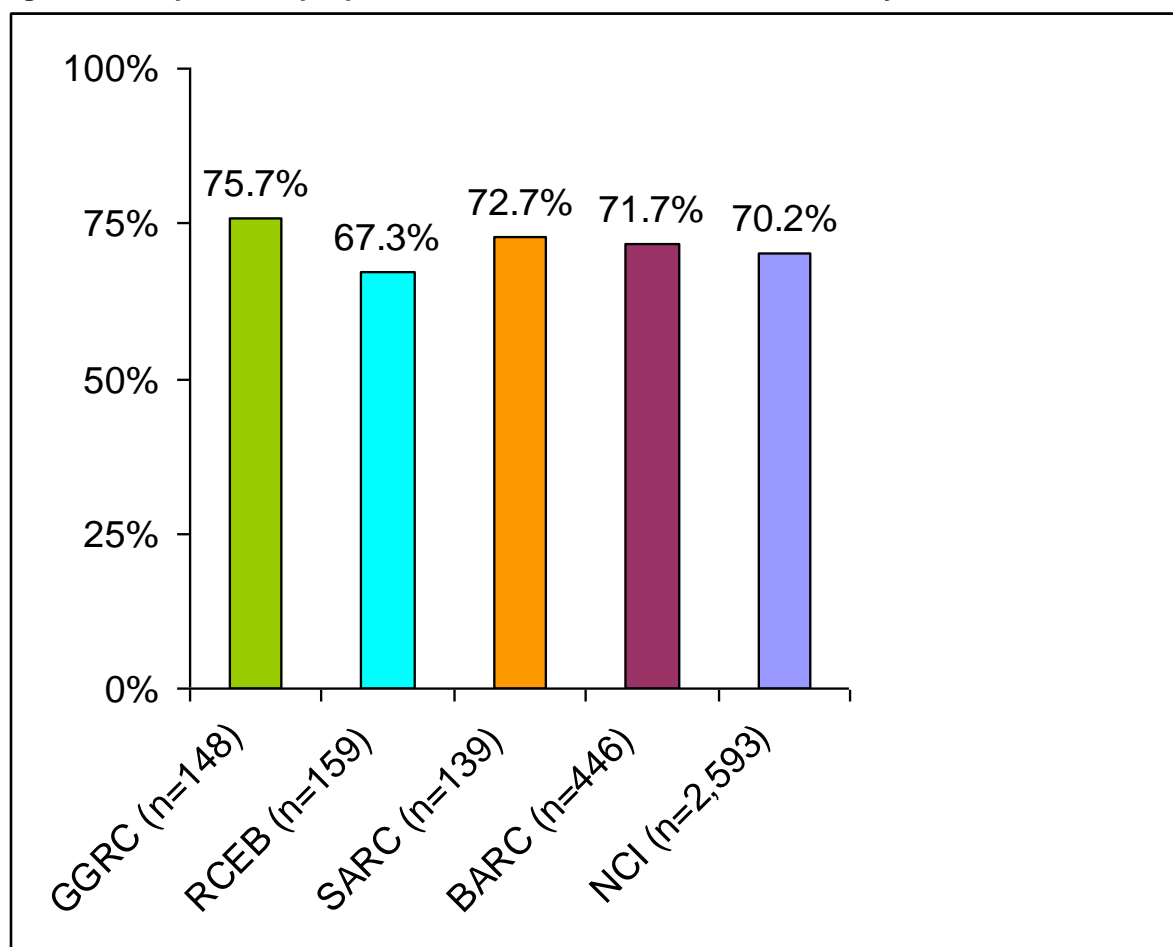
**Indicator 4:** The proportion of people who feel lonely.

Figure 33. Proportion of people who have a best friend



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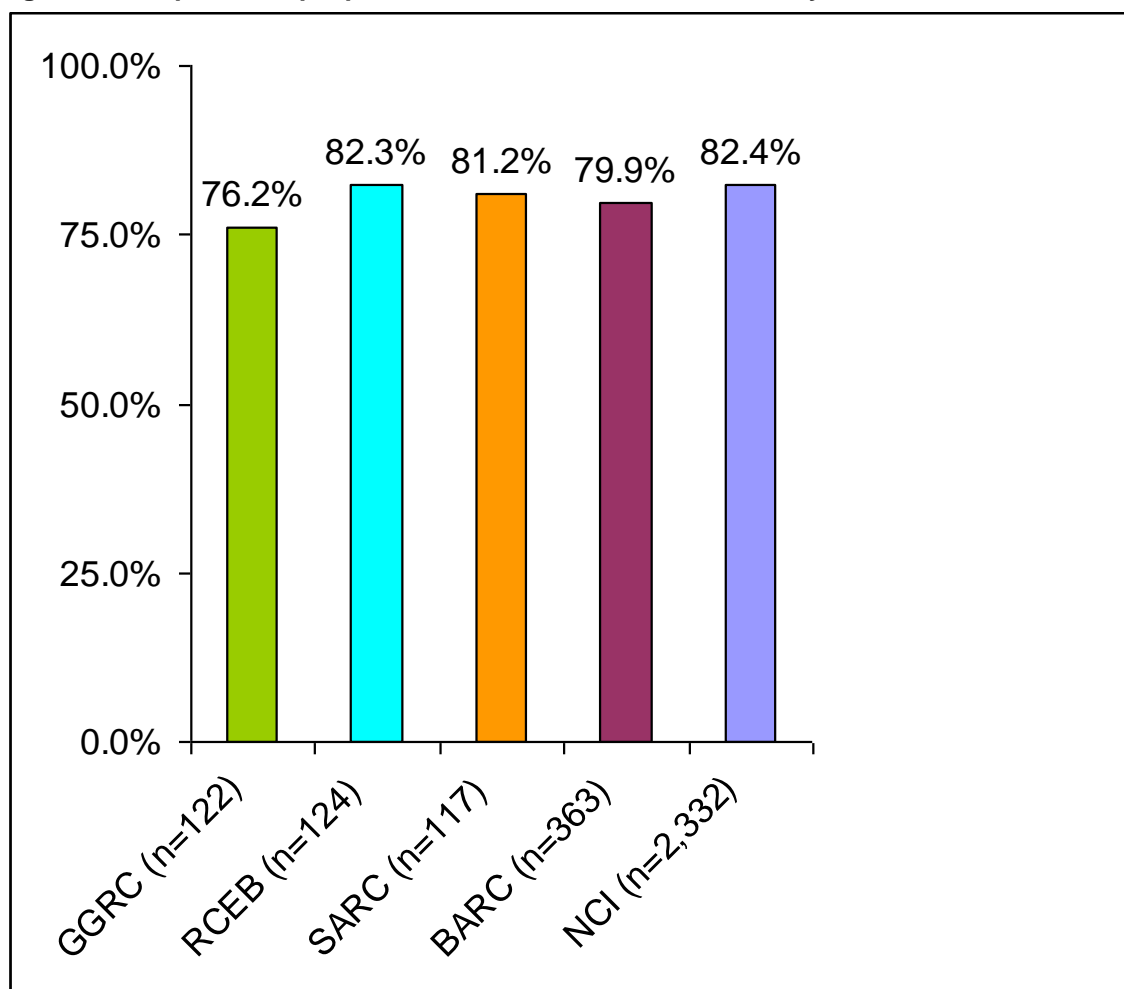
**Figure 34. Proportion of people who have friends other than staff or family**



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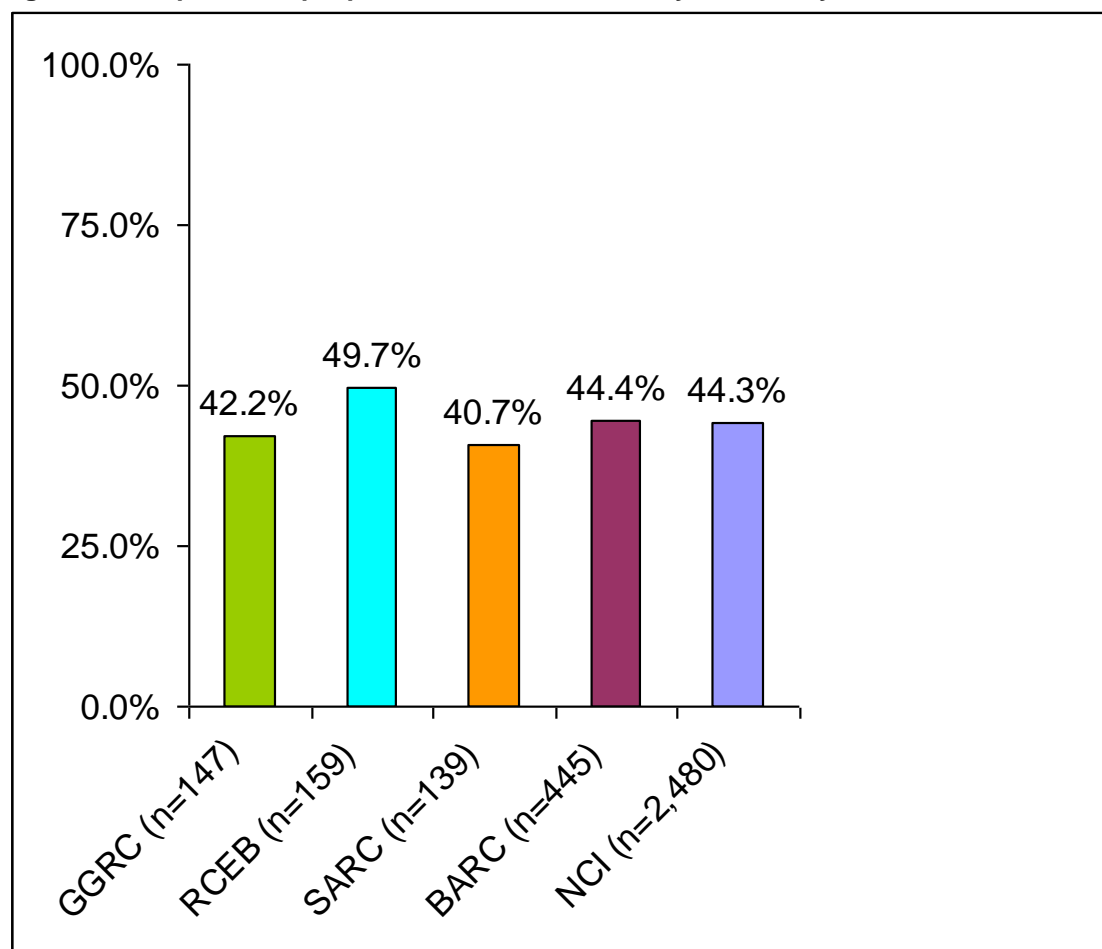


**Figure 35. Proportion of people who can see their friends when they want to**



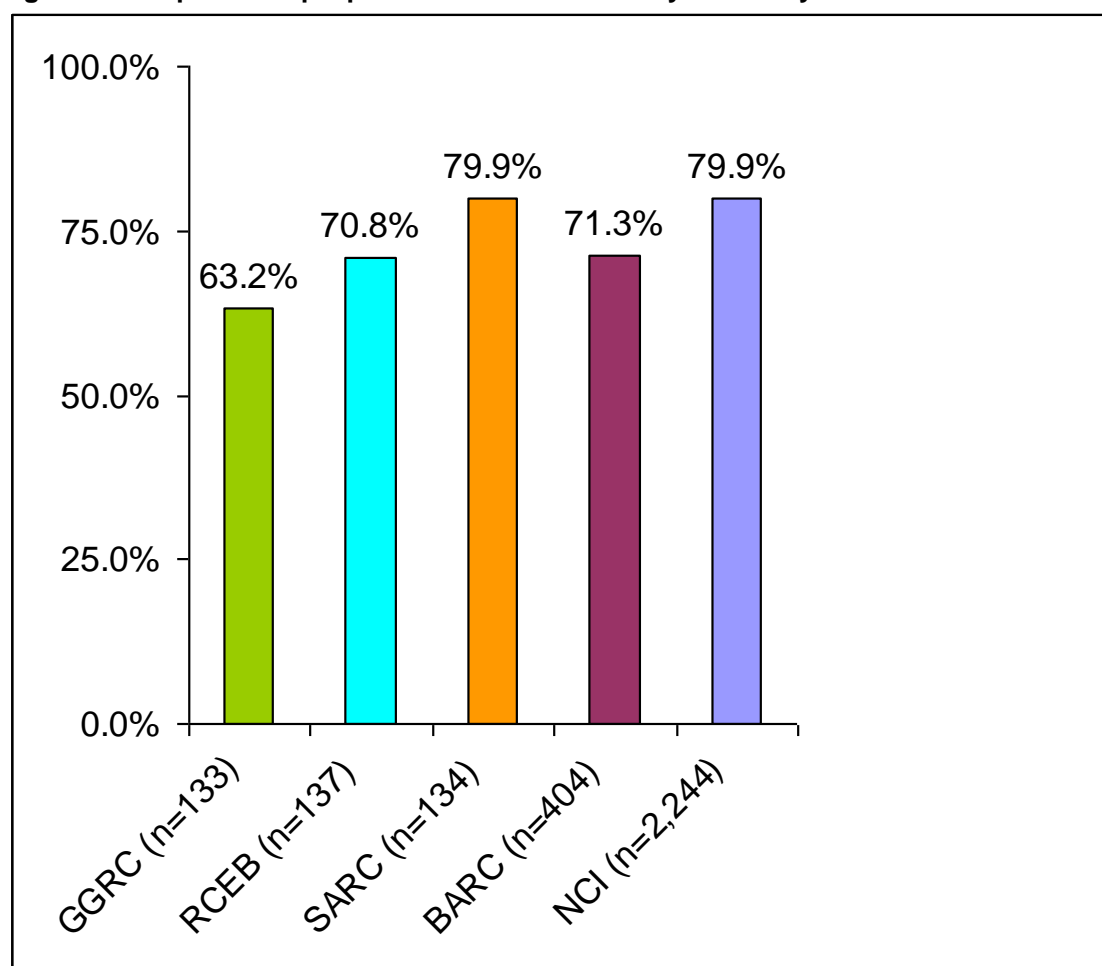
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**Figure 36. Proportion of people who sometimes or always feel lonely**



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**Figure 37. Proportion of people who can see their family when they want to\***



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## Consumer Outcome: Satisfaction

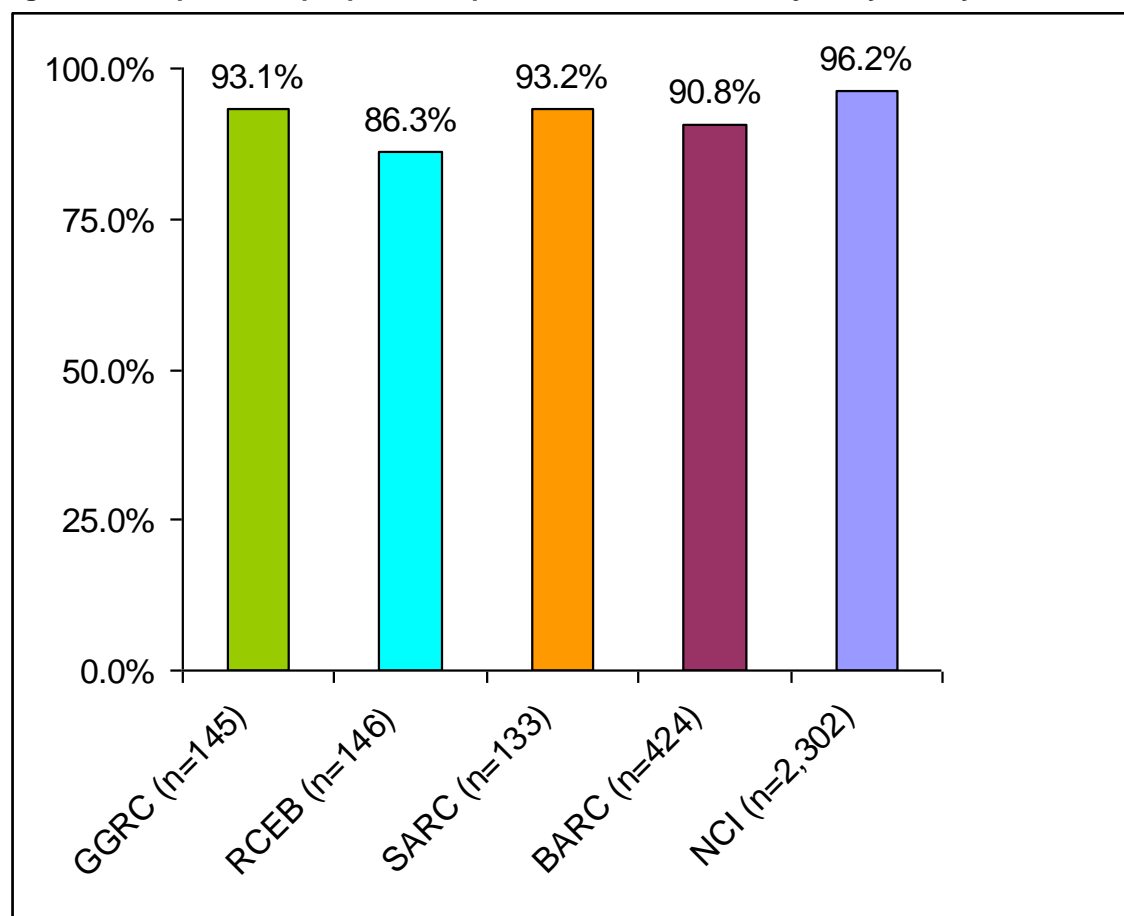
**Concern:** *People are satisfied with the services and supports received.*

**Indicator 1:** The proportion of people satisfied with where they live.

**Indicator 2:** The proportion of people who are satisfied with their job or day program.

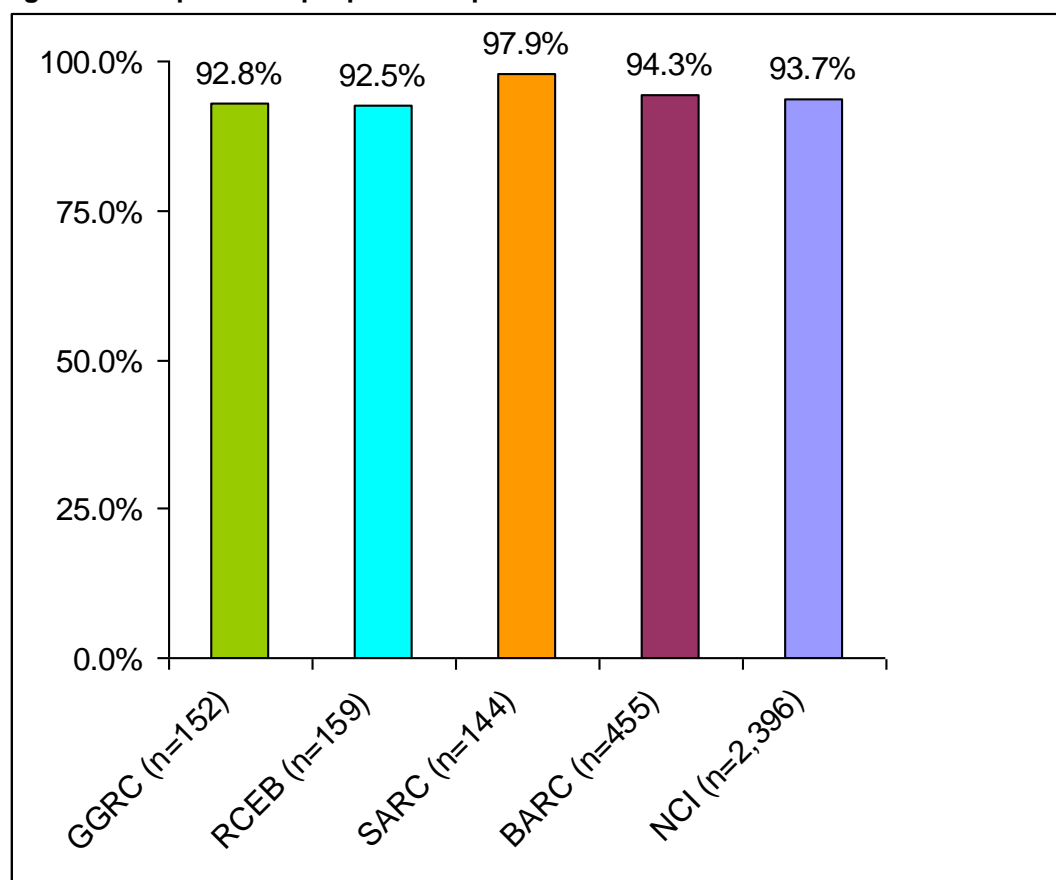
**Indicator 3:** The proportion of people who are satisfied with their personal lives.

**Figure 38. Proportion of people who report satisfaction with their job/day activity**



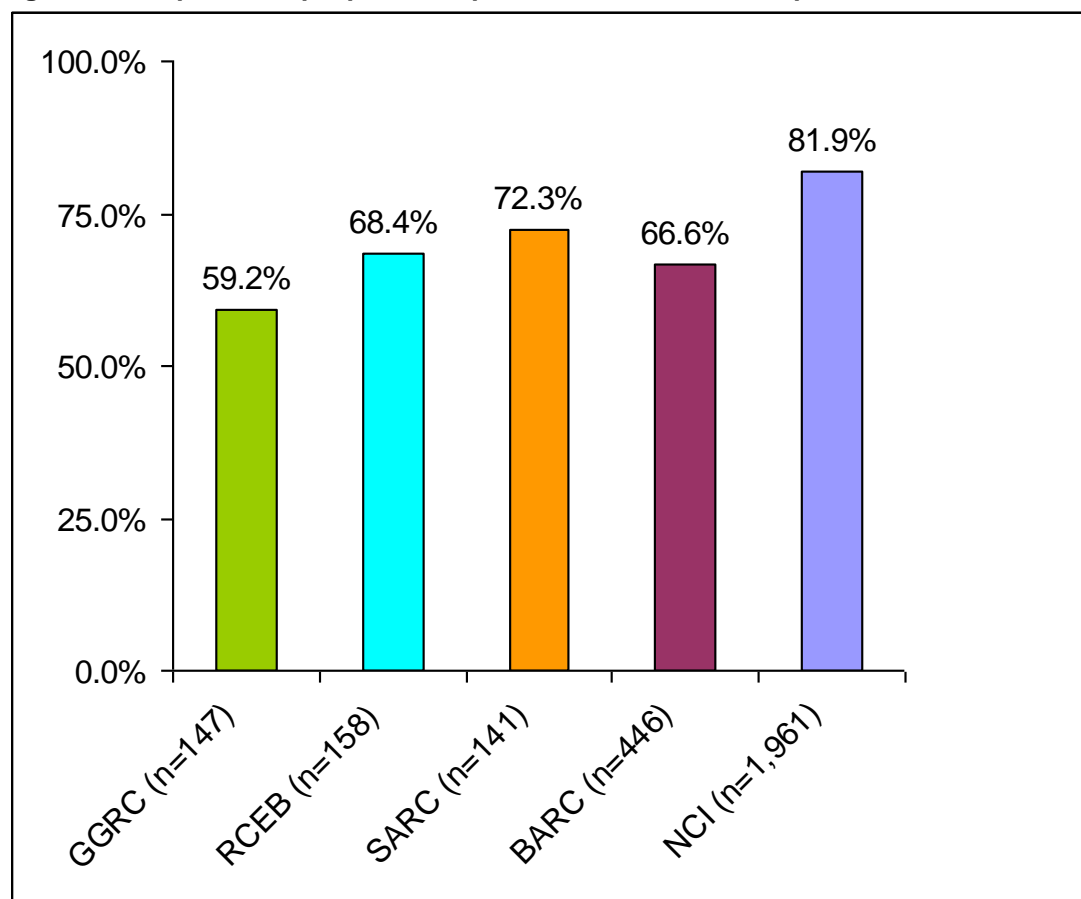
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**Figure 39. Proportion of people who report satisfaction with their home**



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**Figure 40. Proportion of people who report satisfaction with their personal life**



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## System Performance: Service Coordination

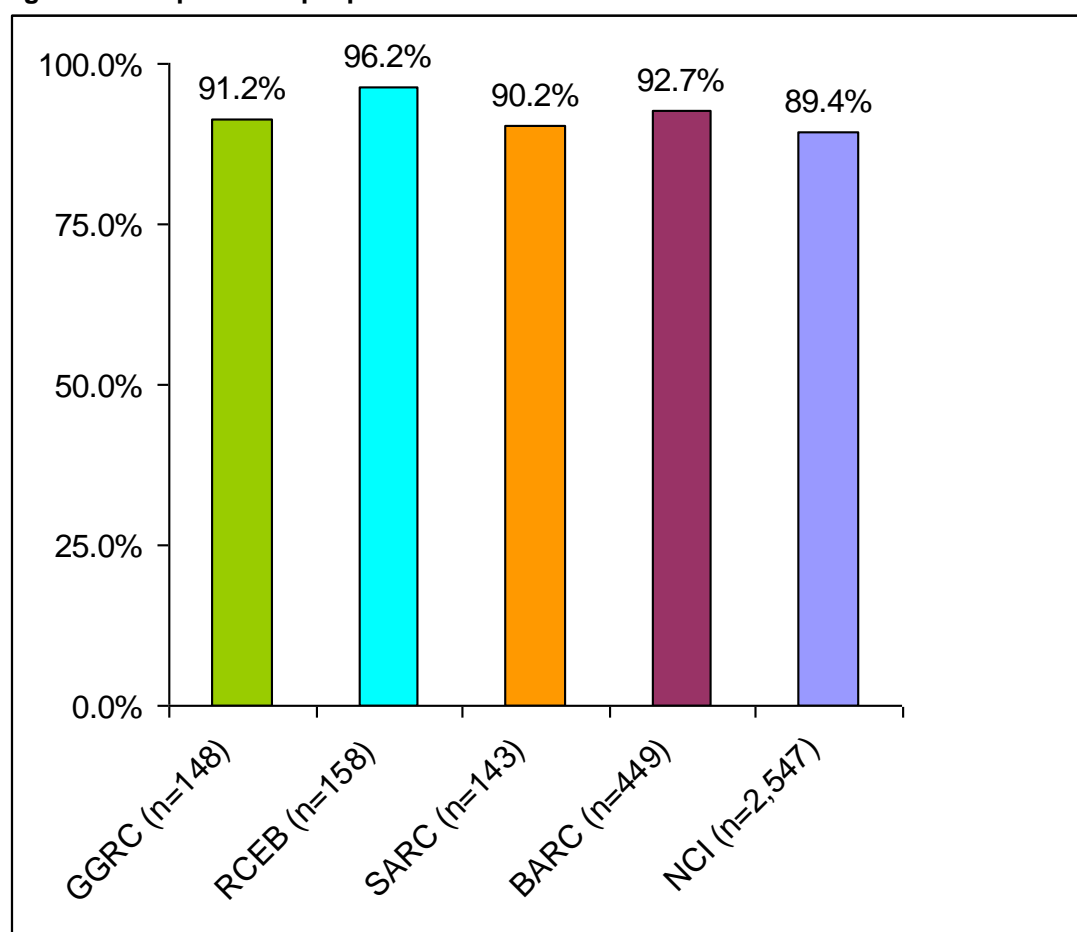
**Concern:** *Service Coordinators are accessible, responsive, and support the person's participation in service planning.*

**Indicator 1:** The proportion of people reporting that service coordinators help them get what they need.

**Indicator 2:** The proportion of people who know their service coordinators.

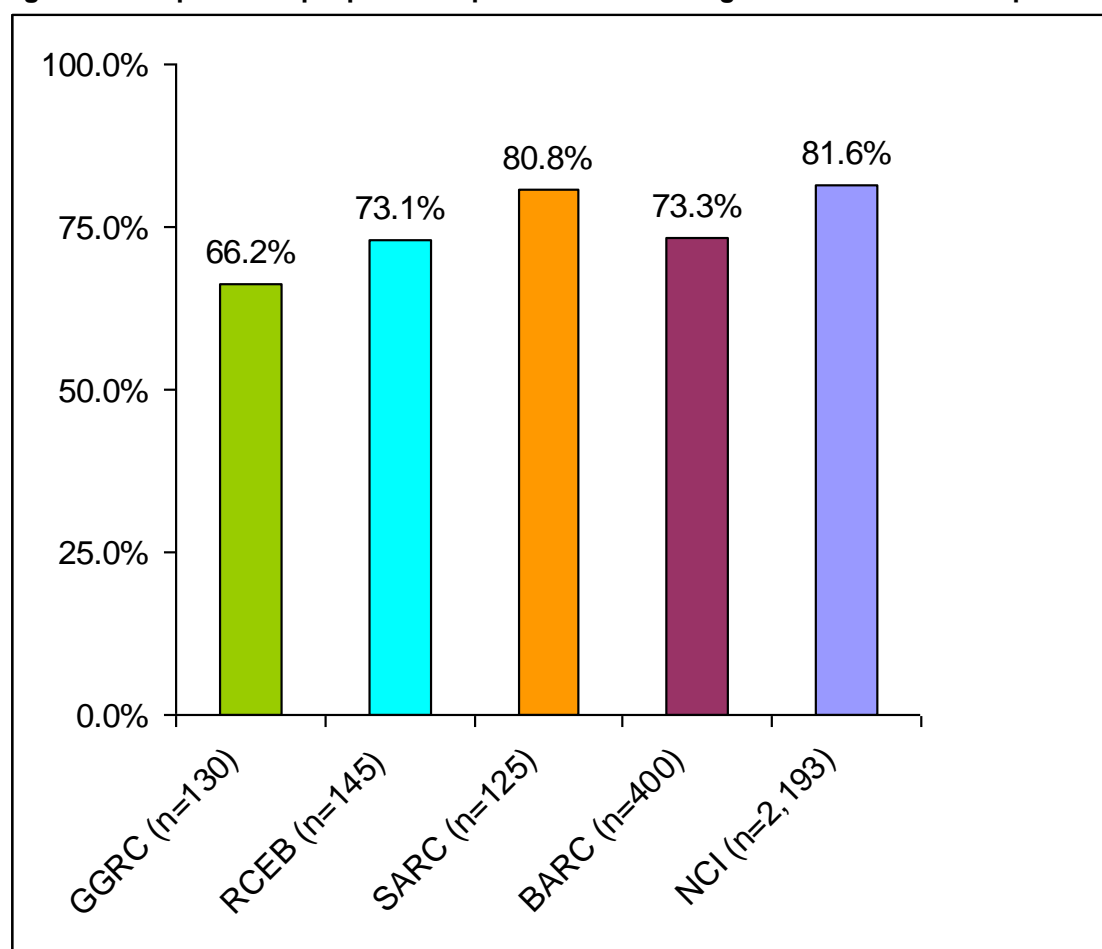
**Indicator 3:** The proportion of people who report that their service coordinators asked about their preferences.

**Figure 41. Proportion of people who know their service coordinator**



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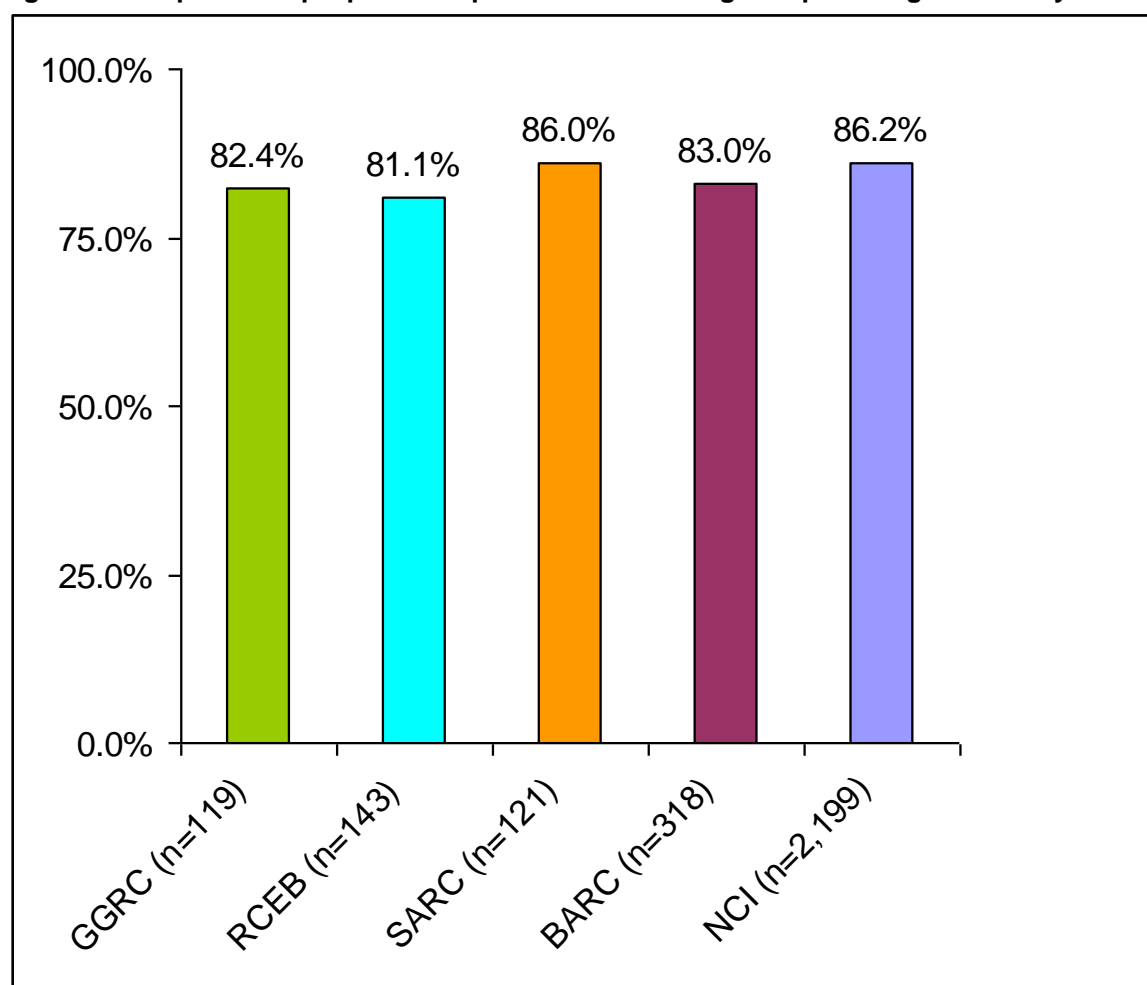
**Figure 42. Proportion of people who report their case manager asks them what's important\***



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**Figure 43. Proportion of people who report their case manager helps them get what they need**



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## System Performance: Access

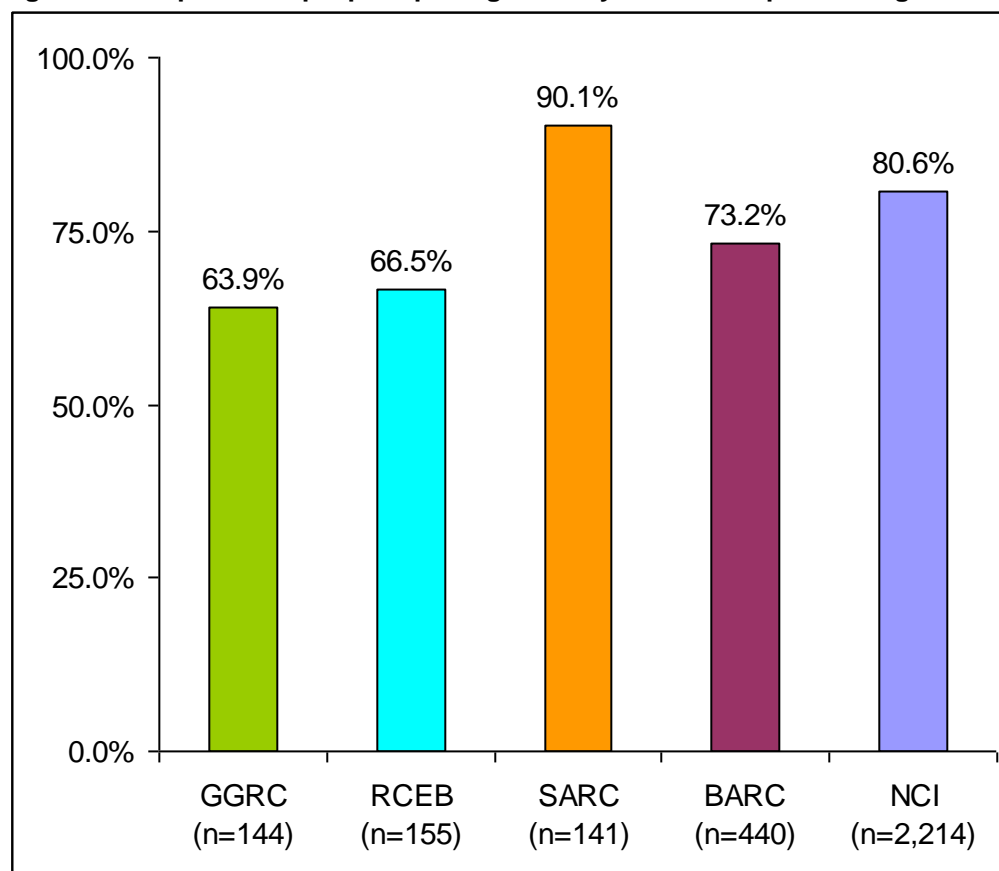
**Concern:** *Publicly-funded services are readily available to individuals who need and qualify for them.*

**Indicator 1:** The proportion of people reporting that they received support to learn or do something new in the past year.

**Indicator 2:** The proportion of people who report having adequate transportation when they want to go somewhere.

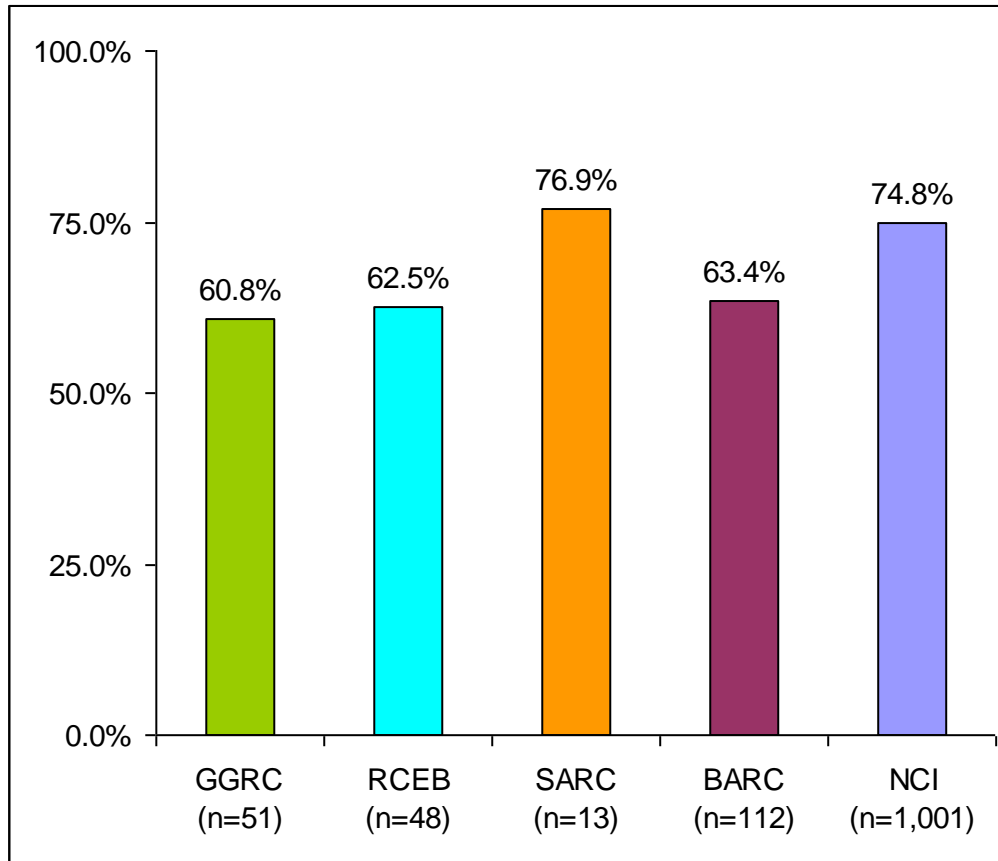
**Indicator 3:** The rate at which people report that “needed” services were not available.

**Figure 44. Proportion of people reporting that they received help to reach goals\*\***



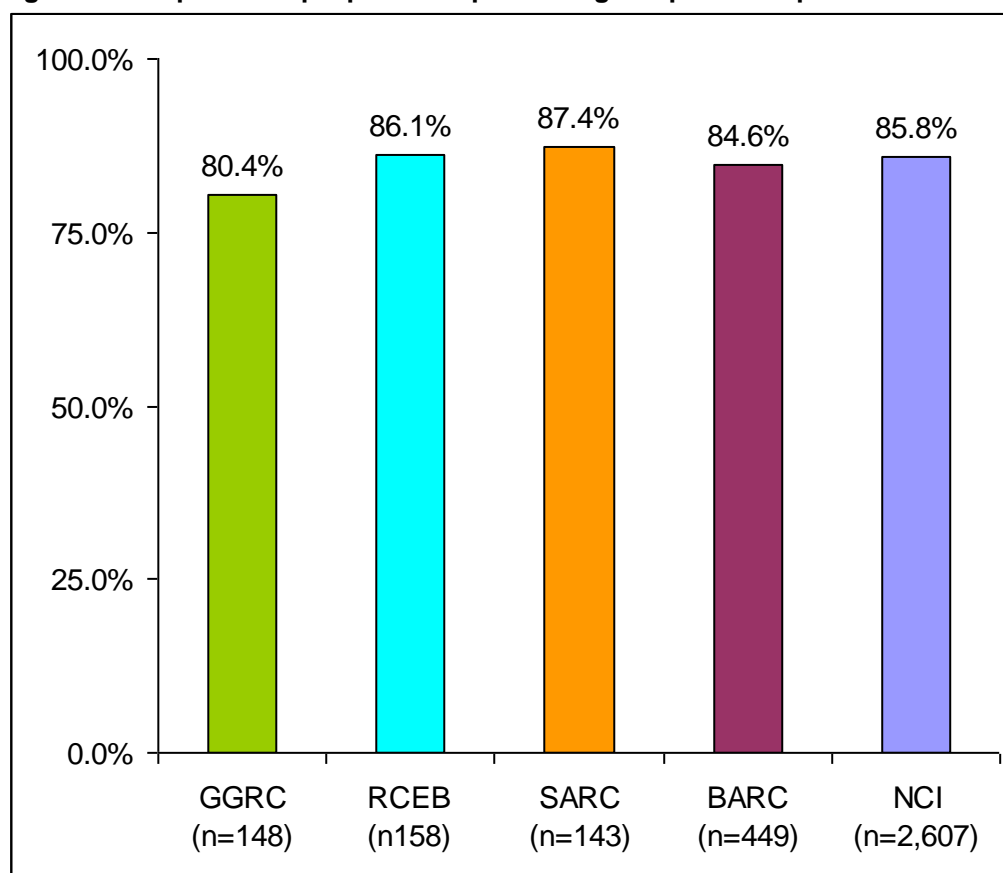
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 \*\* = Differences among Regional Centers are significant at p<.01 level

**Figure 45. Proportion of people who report they want more help to reach goals**



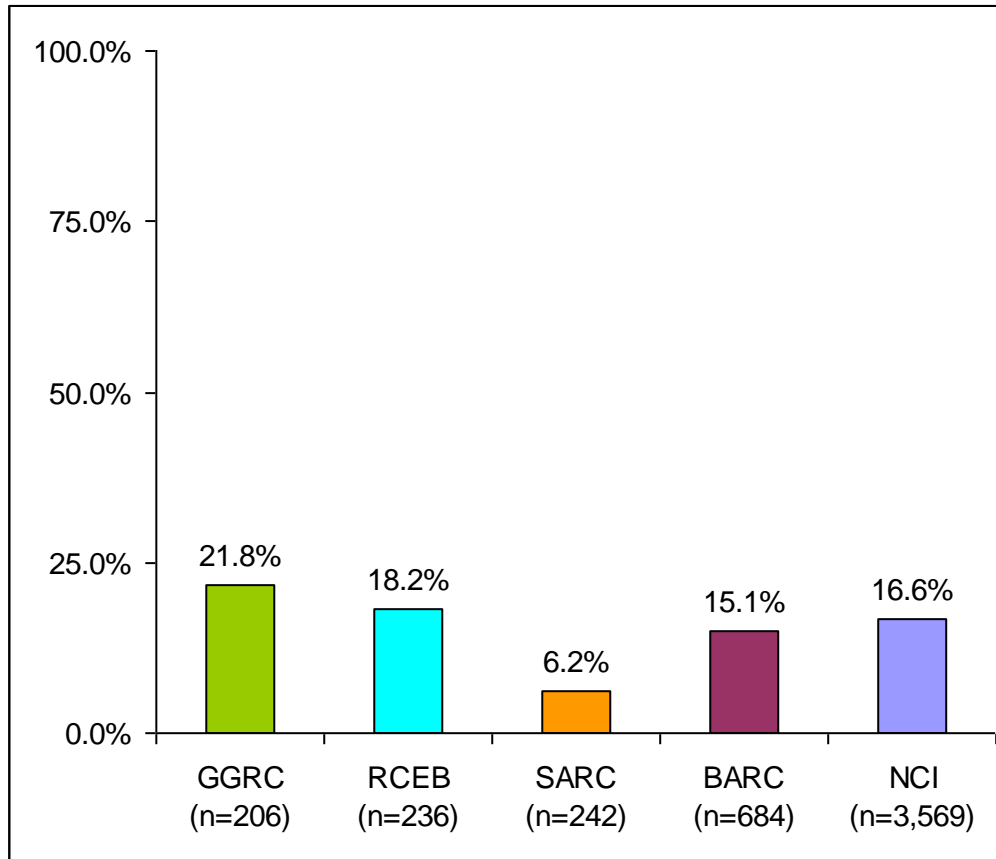
KEY: GGRC = Golden Gate Regional Center  
 RCEB = Regional Center of the East Bay  
 SARC = San Andreas Regional Center  
 BARC = All three Bay Area Regional Centers Combined  
 NCI = Sample of 15 NCI States plus Regional Center of Orange County (FY2006, Waiver Only)  
 \* = Differences among Regional Centers are significant at p<.05 level  
 \*\* = Differences among Regional Centers are significant at p<.01 level

**Figure 46. Proportion of people who report having adequate transportation**



KEY: GGRC = Golden Gate Regional Center  
 RCEB = Regional Center of the East Bay  
 SARC = San Andreas Regional Center  
 BARC = All three Bay Area Regional Centers Combined  
 NCI = Sample of 15 NCI States plus Regional Center of Orange County (FY2006, Waiver Only)  
 \* = Differences among Regional Centers are significant at p<.05 level  
 \*\* = Differences among Regional Centers are significant at p<.01 level

**Figure 47. Proportion of people who report needed services were not available\*\***



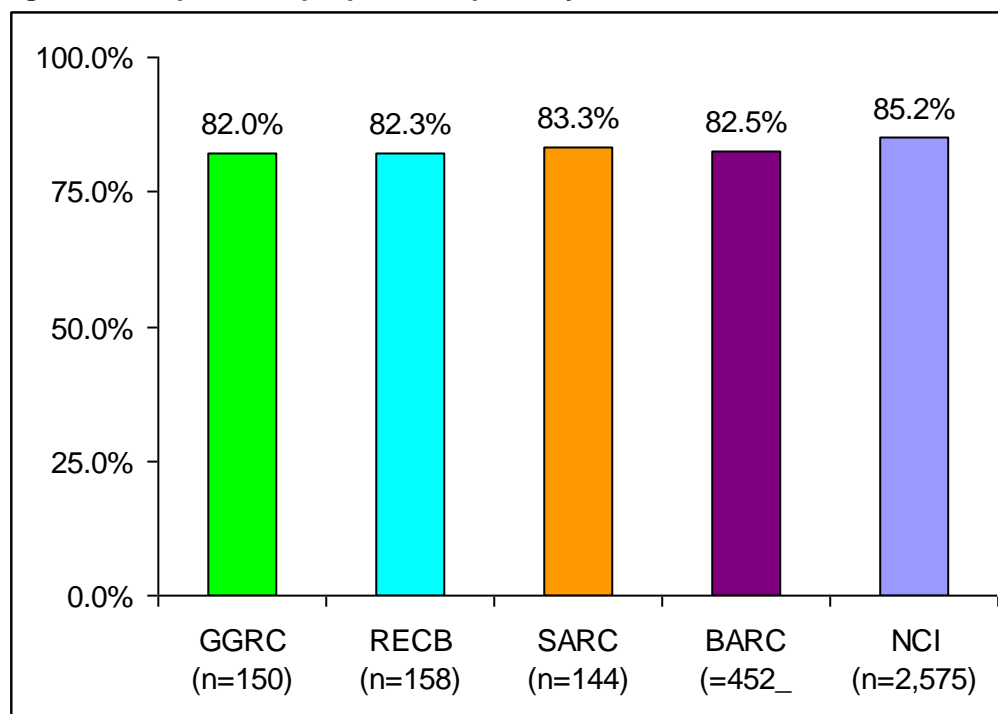
KEY: GGRC = Golden Gate Regional Center  
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 \* = Differences among Regional Centers are significant at p<.05 level  
 \*\* = Differences among Regional Centers are significant at p<.01 level

## Health, Welfare and Rights: Safety

*Concern: People are safe from abuse, neglect, and injury.*

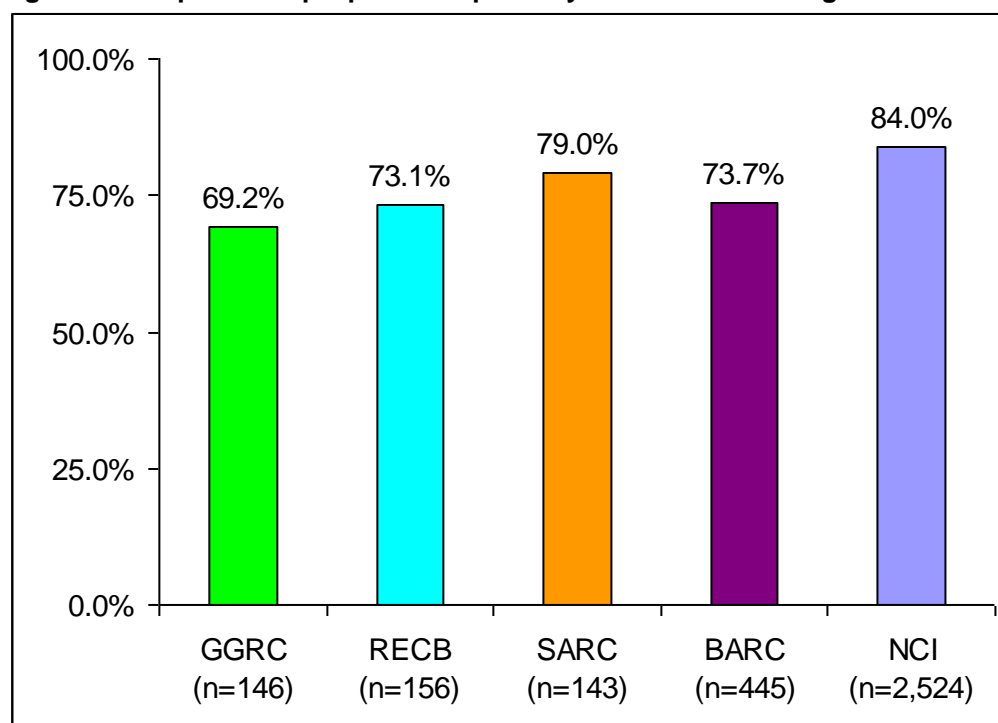
**Indicator 1: The proportion of people who report that they feel safe in their home and neighborhood.**

**Figure 48. Proportion of people who report they feel safe in their home**



KEY: GGRC = Golden Gate Regional Center  
 RECB = Regional Center of the East Bay  
 SARC = San Andreas Regional Center  
 BARC = All three Bay Area Regional Centers Combined  
 NCI = Sample of 15 NCI States plus Regional Center of Orange County (FY2006, Waiver Only)  
 \* = Differences among Regional Centers are significant at p<.05 level  
 \*\* = Differences among Regional Centers are significant at p<.01 level

**Figure 49. Proportion of people who report they feel safe in their neighborhood**



KEY: GGRC = Golden Gate Regional Center  
 RECB = Regional Center of the East Bay  
 SARC = San Andreas Regional Center  
 BARC = All three Bay Area Regional Centers Combined  
 NCI = Sample of 15 NCI States plus Regional Center of Orange County (FY2006, Waiver Only)  
 \* = Differences among Regional Centers are significant at p<.05 level  
 \*\* = Differences among Regional Centers are significant at p<.01 level

## Health, Welfare and Rights: Health

*Concern: People secure needed health services.*

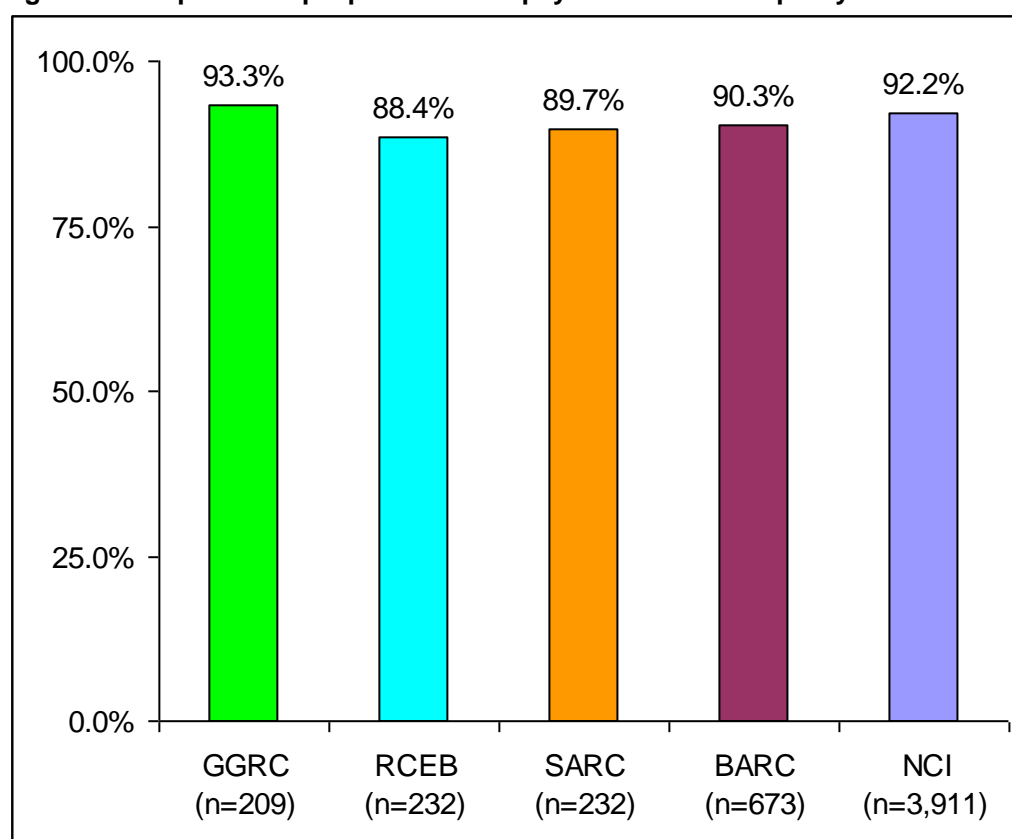
**Indicator 1:** The proportion of people who have had a physical exam in the past year.

**Indicator 2:** The proportion of women who have had a GYN exam in the past year.

**Indicator 3:** The proportion of people who have had a routine dental exam in the past six months.

**Indicator 4:** The proportion of people who maintain healthy habits in such areas as smoking, weight, and exercise.

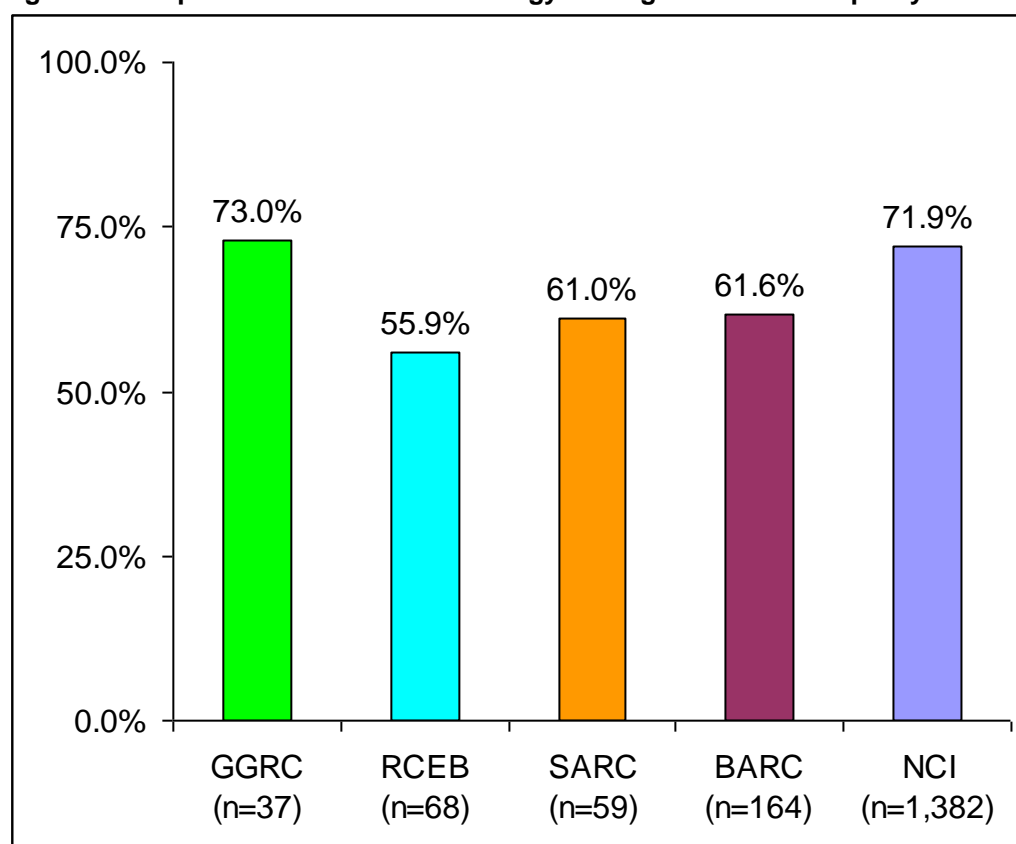
**Figure 50. Proportion of people who had a physical exam in the past year**



KEY: GGRC = Golden Gate Regional Center  
 RCEB = Regional Center of the East Bay  
 SARC = San Andreas Regional Center  
 BARC = All three Bay Area Regional Centers Combined  
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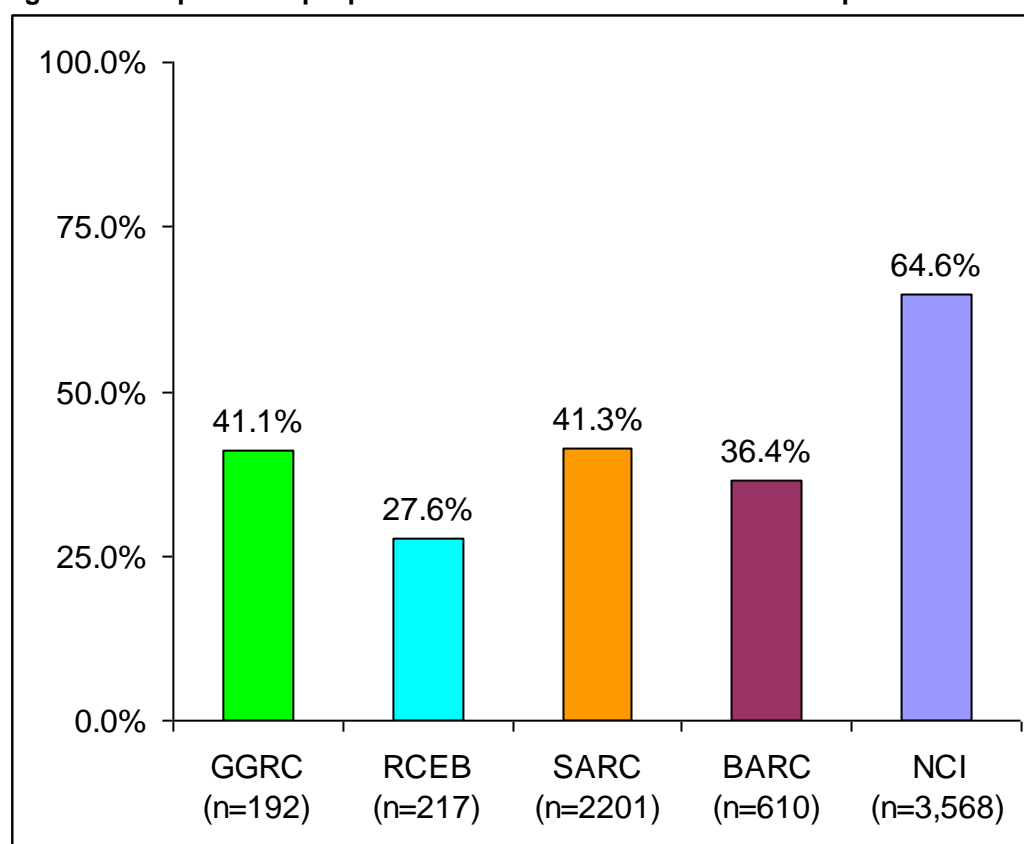


**Figure 51. Proportion of women who had a gynecological exam in the past year**



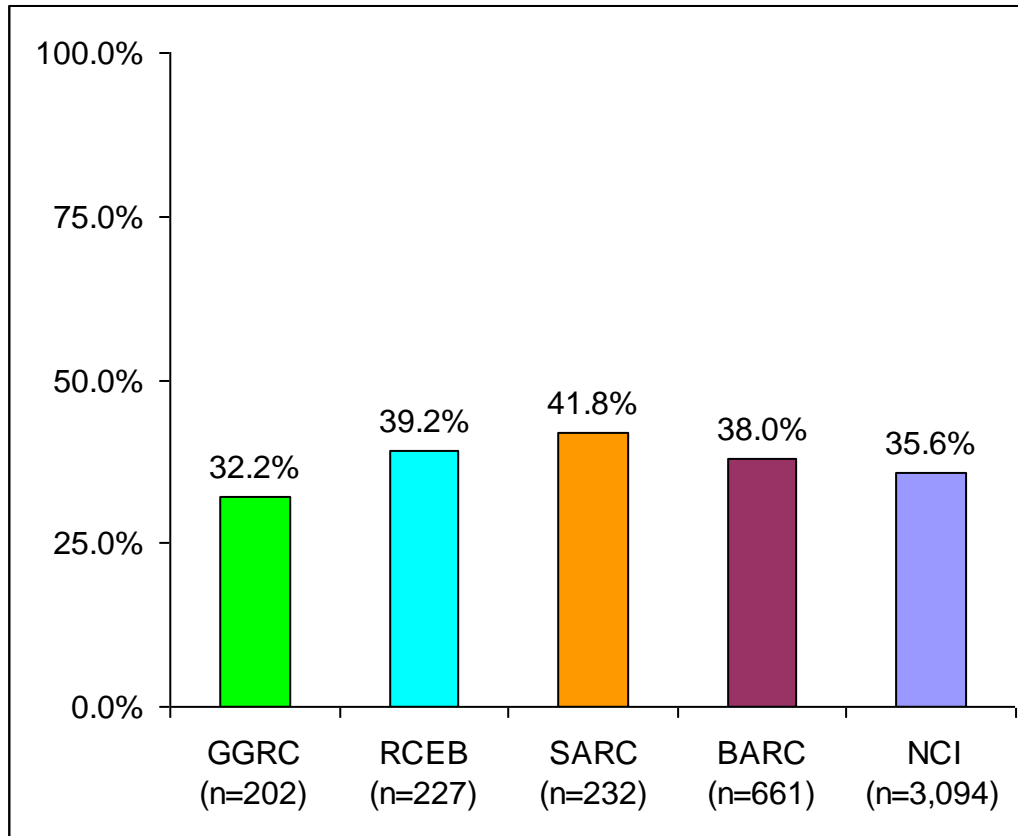
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**Figure 52. Proportion of people who had a routine dental exam in the past six months\*\***



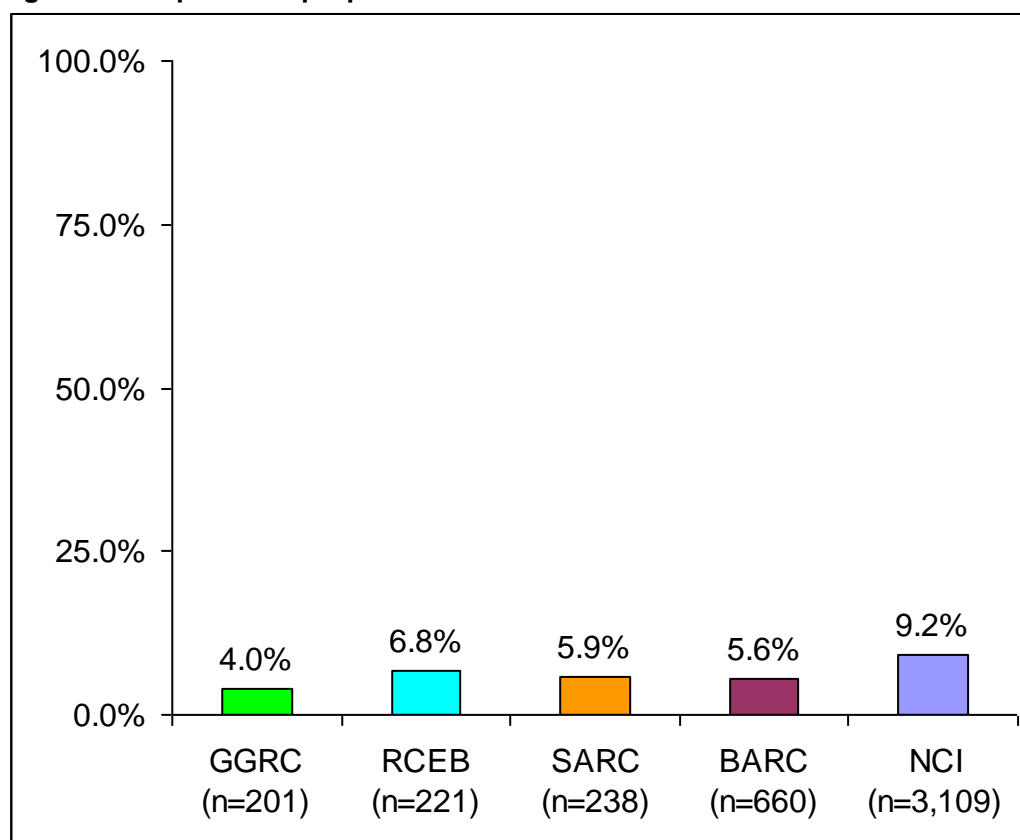
KEY: GGRC = Golden Gate Regional Center  
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**Figure 53. Proportion of people for whom weight is a concern (overweight or underweight)**



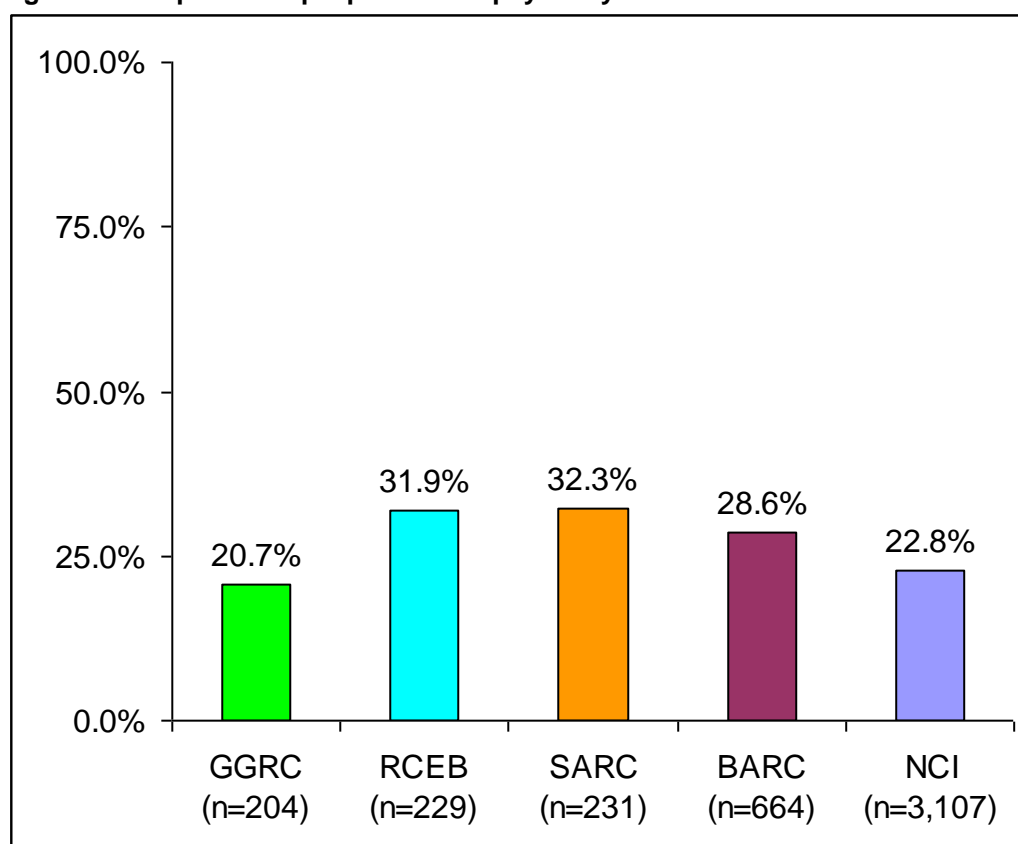
KEY: GGRC = Golden Gate Regional Center  
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 \*\* = Differences among Regional Centers are significant at p<.01 level

**Figure 54. Proportion of people who smoke or chew tobacco**



KEY: GGRC = Golden Gate Regional Center  
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 SARC = San Andreas Regional Center  
 BARC = All three Bay Area Regional Centers Combined  
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 \*\* = Differences among Regional Centers are significant at  $p < .01$  level

**Figure 55. Proportion of people who are physically inactive\***



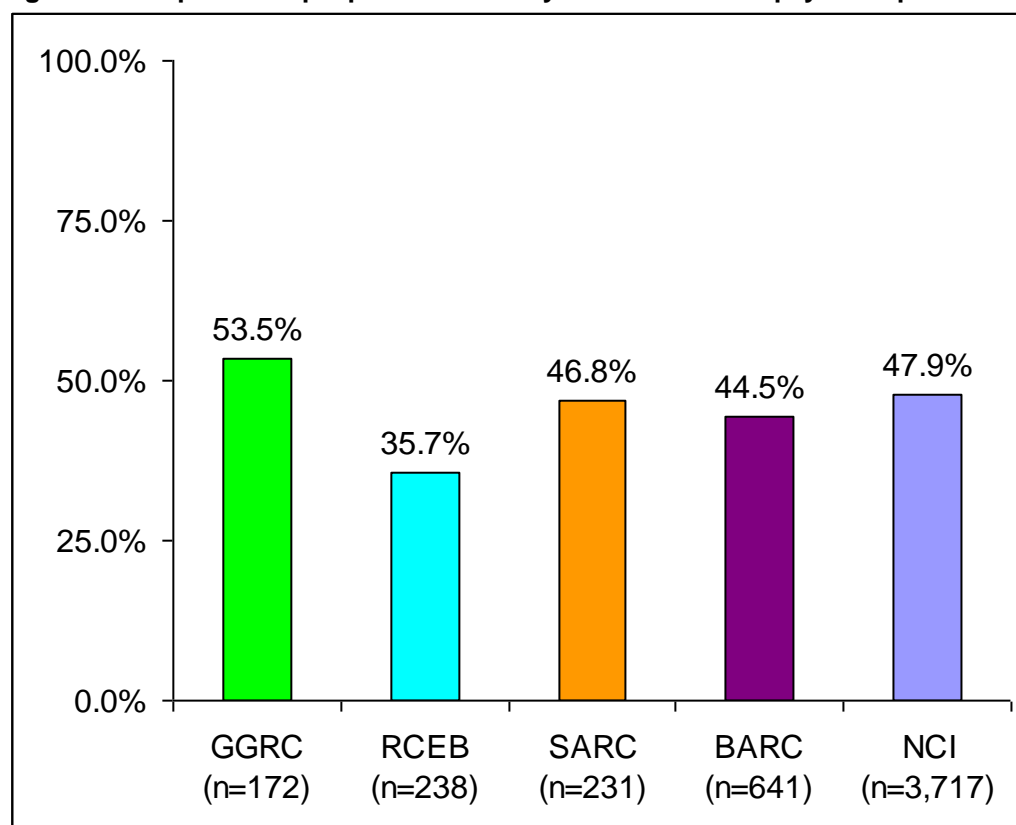
KEY: GGRC = Golden Gate Regional Center  
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## Health, Welfare and Rights: Medications

*Concern: Medications are managed effectively and appropriately.*

**Indicator 1: The proportion of people taking medications for mood disorders, anxiety, behavior problems, or psychotic disorders.**

**Figure 56. Proportion of people who currently take one or more psychotropic medications\*\***



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## Health, Welfare and Rights: Respect and Rights

**Concern:** *People receive the same respect and protections as others in the community.*

**Indicator 1:** The proportion of people who have an advocate or someone who speaks on their behalf.

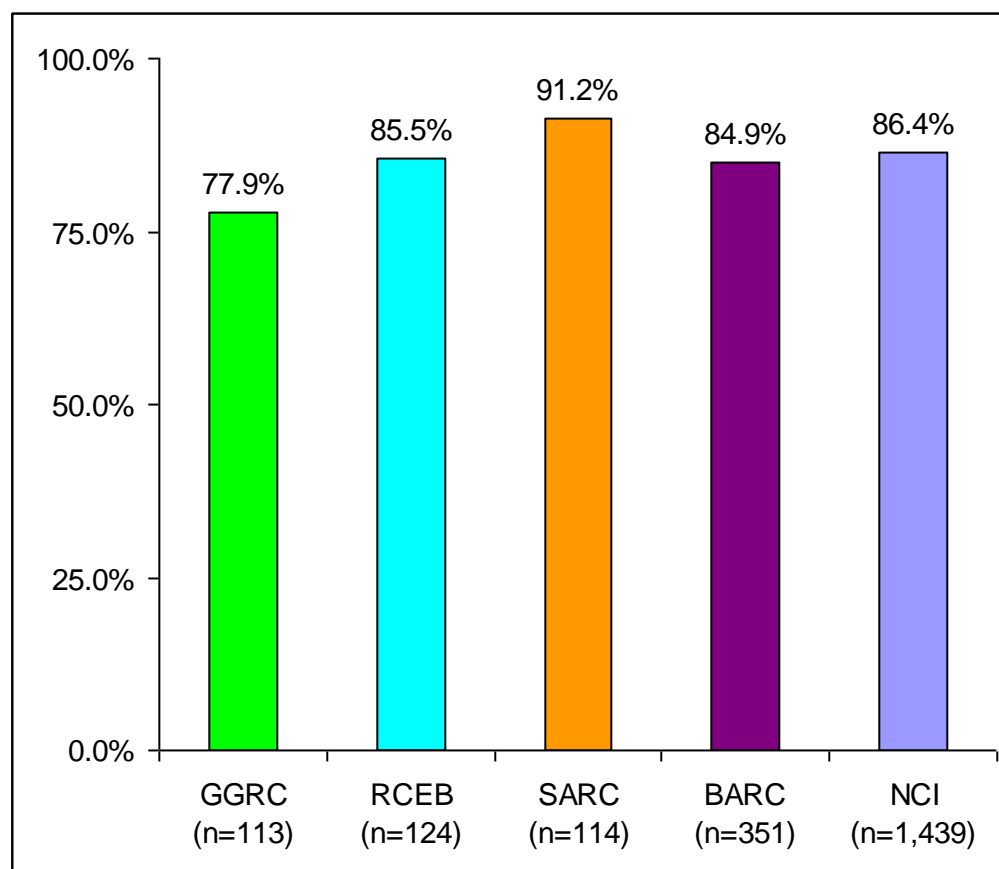
**Indicator 2:** The proportion of people whose basic rights are respected by others.

**Indicator 3:** The proportion of people who have participated in activities of self-advocacy groups or other groups that address rights.

**Indicator 4:** The proportion of people who report satisfaction with the amount of privacy they have.

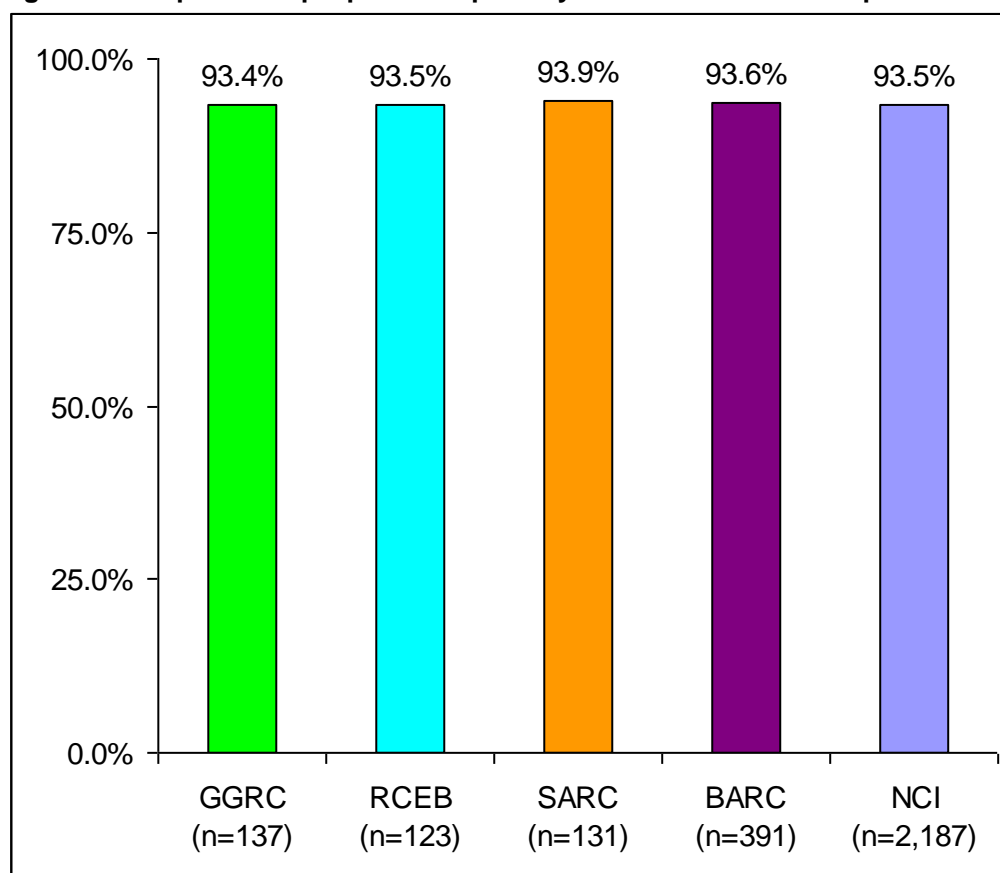
**Indicator 5:** The proportion of people indicating that most support staff treat them with respect.

**Figure 57.** Proportion of people who report they have an advocate or someone who speaks on their behalf \*



**KEY:** GGRC = Golden Gate Regional Center  
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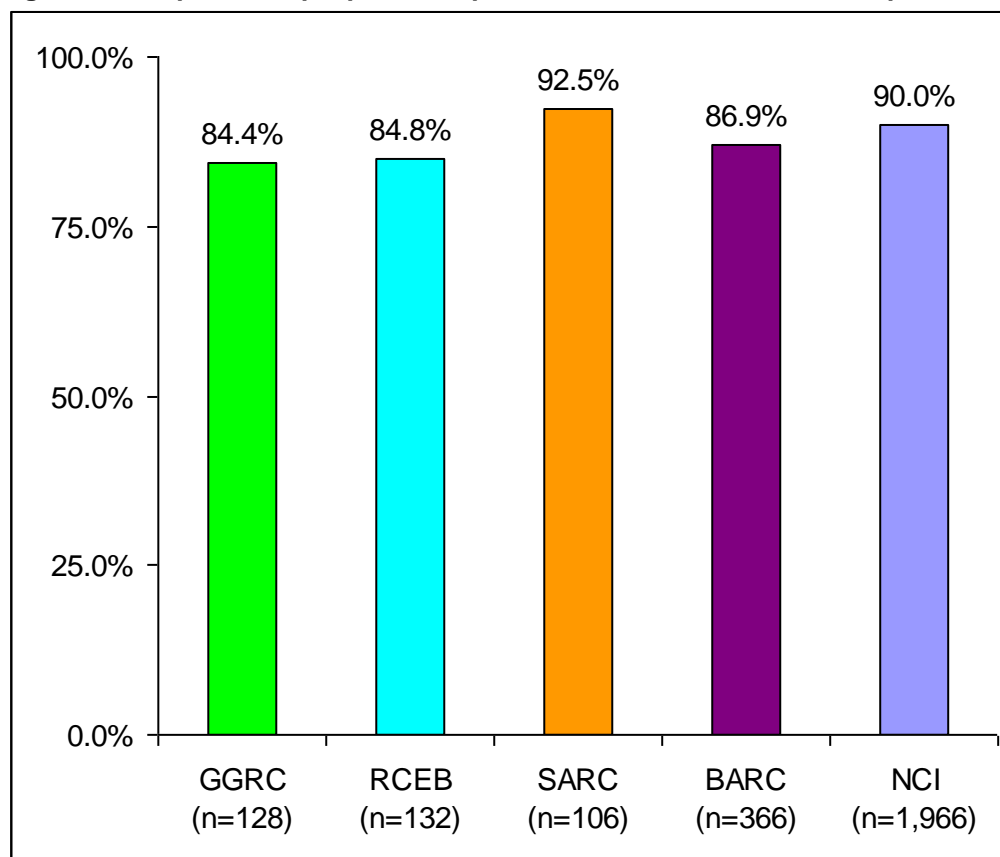
**Figure 58. Proportion of people who report day staff treat them with respect**



KEY: GGRC = Golden Gate Regional Center  
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 BARC = All three Bay Area Regional Centers Combined  
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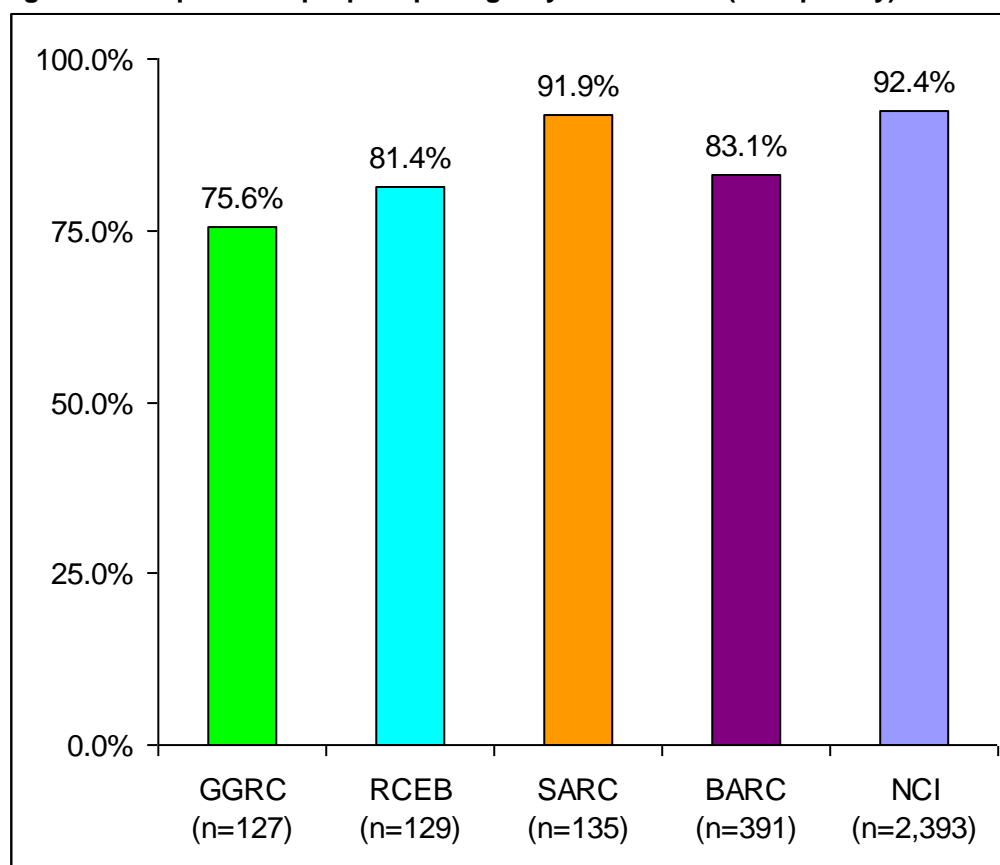


**Figure 59. Proportion of people who report home staff treat them with respect**



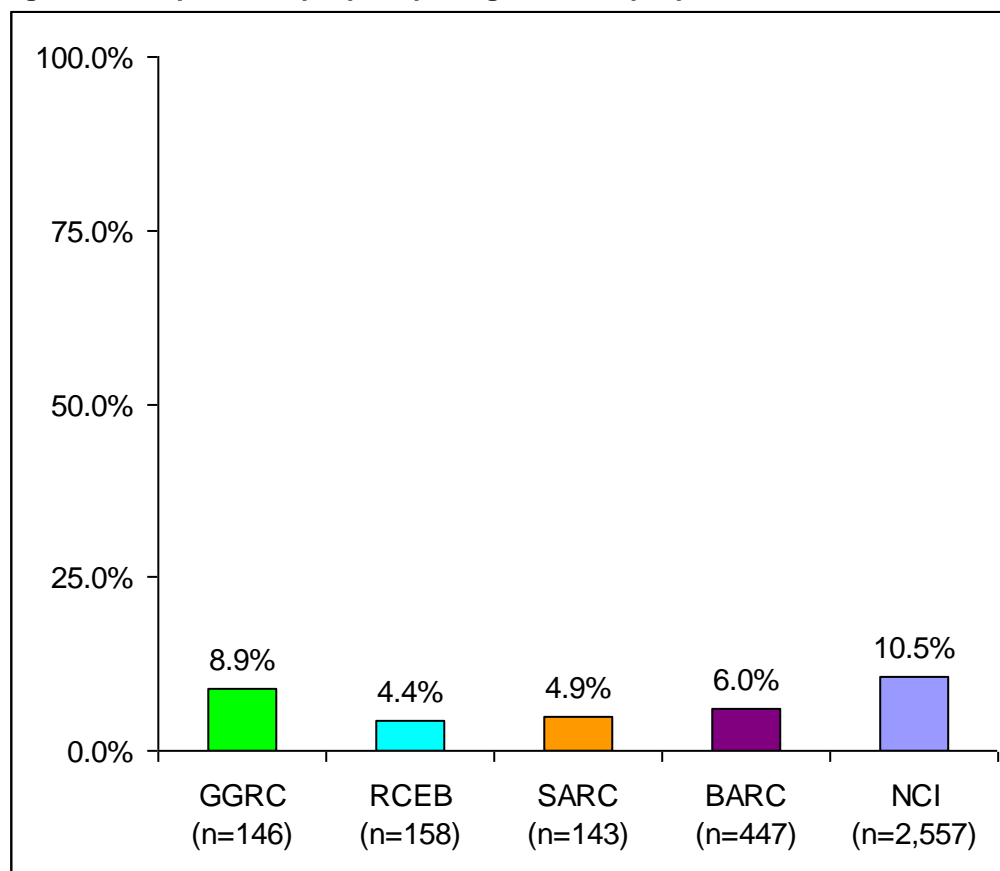
KEY: GGRC = Golden Gate Regional Center  
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**Figure 60. Proportion of people reporting they can be alone (have privacy)\*\***



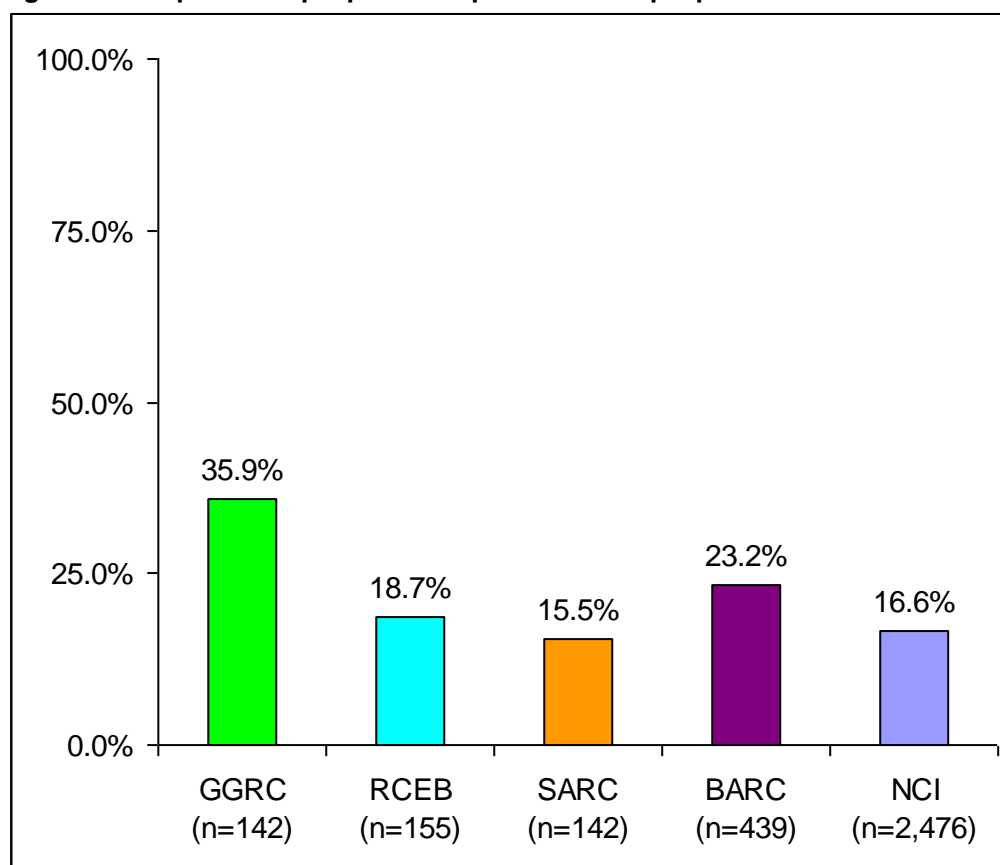
KEY: GGRC = Golden Gate Regional Center  
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**Figure 61. Proportion of people reporting that other people enter their home without permission**



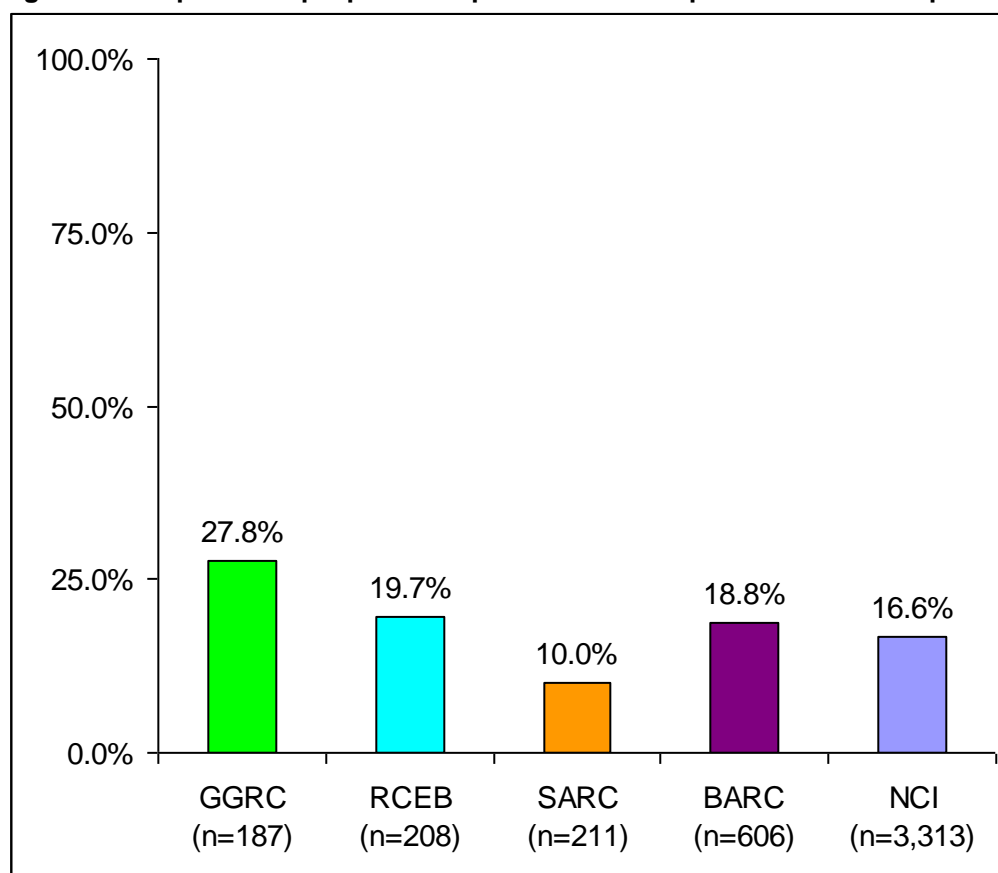
KEY: GGRC = Golden Gate Regional Center  
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**Figure 62. Proportion of people who report that other people enter their bedroom\*\***



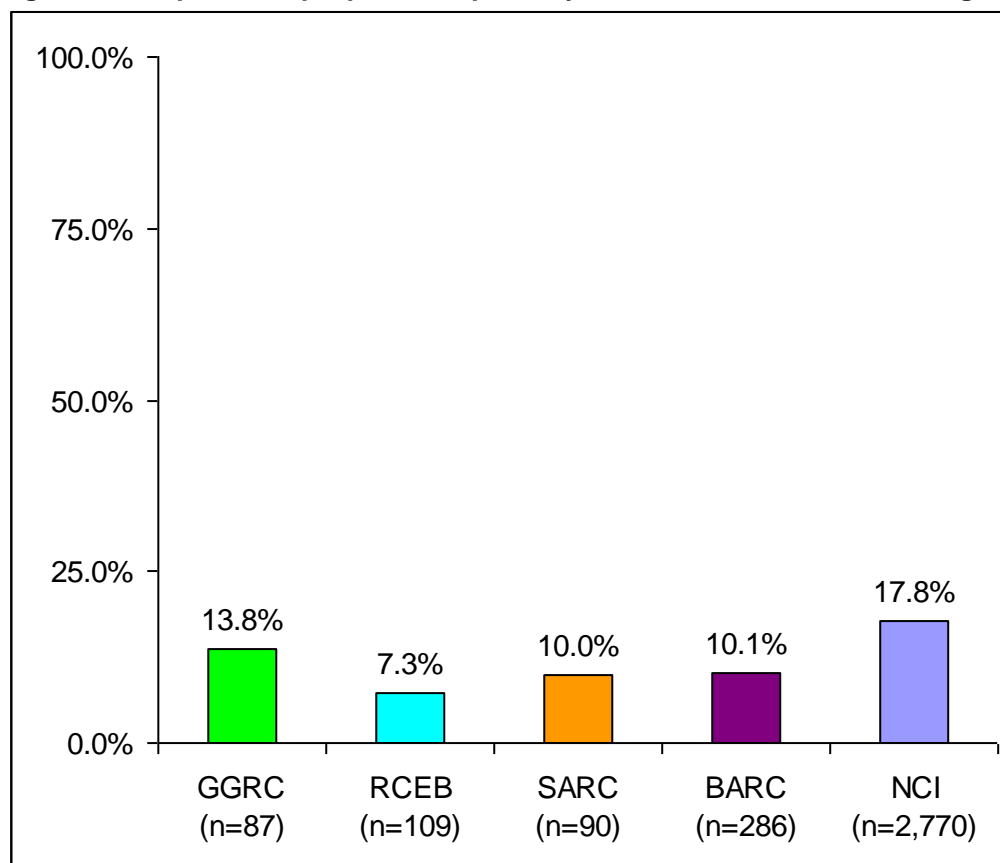
KEY: GGRC = Golden Gate Regional Center  
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**Figure 63. Proportion of people who report their mail is opened without their permission\*\***



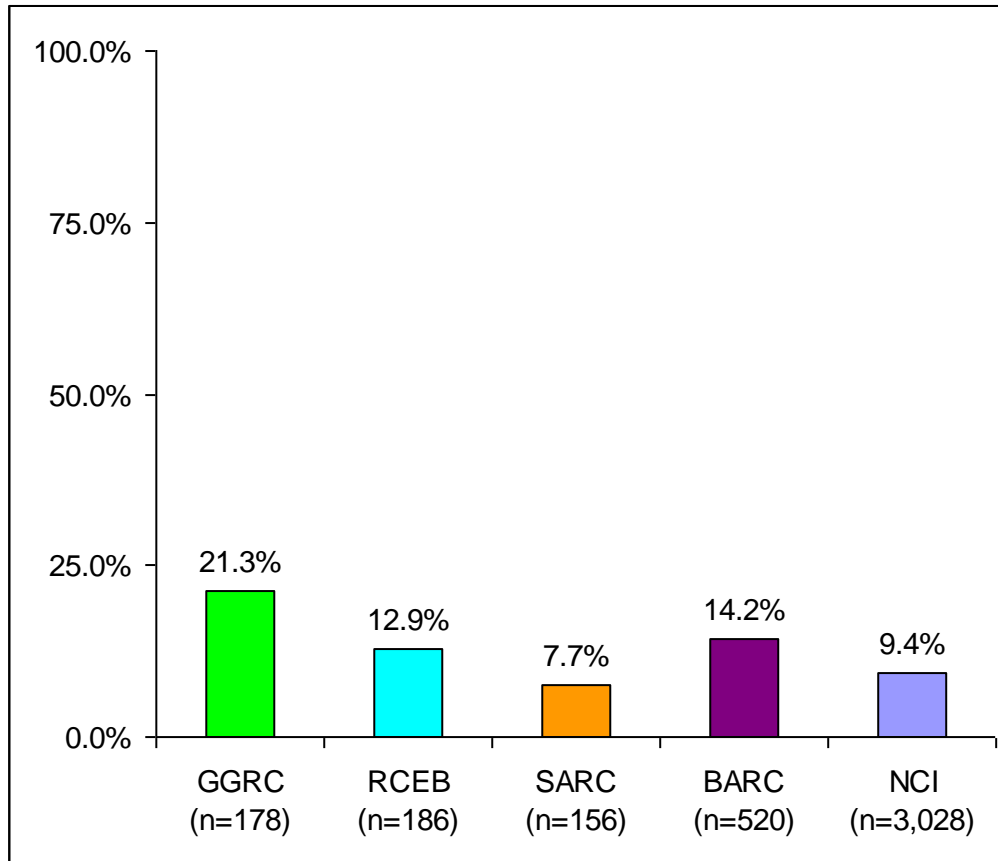
KEY: GGRC = Golden Gate Regional Center  
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**Figure 64. Proportion of people who report they have some restrictions on being alone with guests**



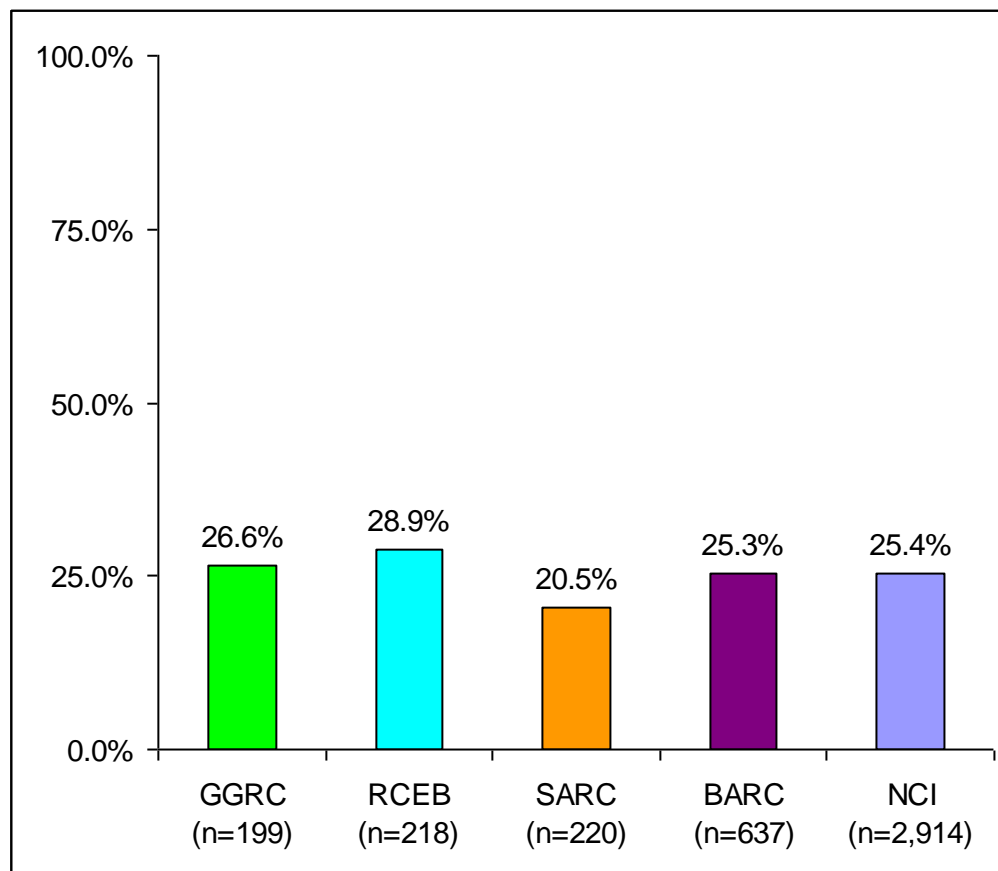
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**Figure 65. Proportion of people reporting there are restrictions on the use of the phone\*\***



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 \*\* = Differences among Regional Centers are significant at p<.01 level

**Figure 66. Proportion of people who have had the opportunity to attend activities of self-advocacy groups**



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## IV. DISCUSSION

Data from the NCI Consumer Survey was analyzed to assess core indicator outcomes for the sample of Medicaid Waiver recipients across the three regional centers. Results are summarized below by outcome area. Supplemental questions added by the steering committee are also discussed under the relevant subheadings. NCI cross-state averages provide a point of comparison but should not necessarily be considered acceptable or desirable levels of performance.

### ***Community Inclusion***

Almost everyone who participated in the survey took part in some activity in the community: most popular activities were shopping, going on errands or appointments, out to eat or for entertainment. RCEB scored somewhat lower on two of these activities (eating out and going on errands) than the other regional centers, but their overall level of participation was still high. Although no statistical tests were done to compare regional centers with NCI cross-state performance, there were no apparent reasons to suspect that regional centers did worse than the NCI average on this performance measure.

An appreciably lower percentage of people reported attending religious events than the other community events assessed by the survey. This is a common trend that is in line with NCI cross-state results. An even smaller percentage of respondents attended clubs or community meetings; again this is true for the other NCI states.

Just under 50% of people interviewed practice exercise in integrated settings. Across the three regions, 20% never exercise and 35% exercise in non-integrated settings. While these results are similar to the NCI average, this is an area that could potentially be targeted by improvement efforts.

Two supplemental questions were related to community inclusion:

- About one fourth of those interviewed reported going out into the community with family and/or friends. 58% had for their companion a staff person or housemates, and the remaining 16% reported going out independently. As for the types of activities attended in the community, about 30 percent of the people said always or most of the time they attend events that are only for people with disabilities. Among regional centers, SARC was the one with the most people (38%) almost exclusively attending events for people with disabilities.
- Almost half the sample (42%) reported to have had frequent chances to meet new people. RCEB was the regional center where a greater number of people claimed they often had a chance to meet new people.

## ***Choice and Decision-Making***

When looking at the choices afforded to individuals, there are some regional variations. People in RCEB score higher than the other two regional centers on the three items measuring housing-related choices: choice of place where to live, number of homes looked at, and choice of housemates. RCEB also scored higher than GGRC on the percentage of people who can request a change or had input choosing who helps them at home.

- Supplemental question: when asked whether they could choose their roommates, well over 50% across all three regional centers said someone else chose for them. There were some regional differences, in that those from RCEB were more likely to have a proxy make the choice for them (52 vs. 63 and 67 percent in the other regional centers).

Taken as a whole, sampled individuals have a great deal of control on their daily schedule, spare time and their spending money. However, there are still about 20 percent of individuals who do not participate in the choosing of their daily routine, do not have a say in what they do in their spare time or how to spend their money. The level of personal involvement drops to about 60% when it comes to selecting where they work or the support workers who helps them there. Similarly, the number of consumers who looked at more than one job does not go above 54% and varies greatly among regional centers. On this last measure the regional centers seem to perform better than the NCI average.

Choice of service coordinator reveals large and statistically significant differences among regions. More specifically, GGRC and SARC show very different patterns, with consumers from the first region reporting far greater choice than those in the last (81 and 56 percent respectively). RCEB performance on this measure is similar to GGRC.

## ***Relationships***

Trends in this set of outcomes reveal patterns that are very similar to NCI. Again, no statistical tests have been done so any reference to NCI benchmarks should be taken with caution. However, it is still important to call attention to the similarities.

By and large sampled individuals show satisfaction with personal relationships, both in terms of quality and frequency. The large majority (80% or more) indicates the presence of a close friend, while approximately 70% say they have friends outside the circle of staff and family. Most of them also show satisfaction with the rate of contact they have with their family and friends, and yet 40% or more of interviewees report being sometimes or often lonely. At the regional level, GGRC performs a little lower than other two regional centers in terms of frequency of contact with family.

## ***Satisfaction***

This indicator captures general opinions of services and supports received by measuring satisfaction with work and living situation and overall happiness. Over 80% of the people report satisfaction with the first two measures, and no differences are evident among regional centers. In contrast to this finding, a much smaller percentage of individuals indicate full satisfaction with their personal life.

Supplemental questions provided some additional information:

- Overall the results showed that sampled individuals were happy to live in their current residence and would not want to move elsewhere. This was especially true for SARC, where 75% of the respondents stated their satisfaction with their present residence.
- A large percentage of those interviewed also reported getting along well with their housemates. Some dissatisfaction was reported however and was greater, although not from a statistical perspective, among those in GGRC (21% versus 11 and 14 percent).
- Most of the people also showed satisfaction for their day activity and said they would not want to do something else. However, over 30% across regional centers did state they would prefer another day activity.
- Close to 70% overall also expressed the desire to have a job and earn money. No regional differences were noted on these two measures.

## ***Service Coordination***

Nearly all respondents reported that they knew their service coordinator, and the vast majority (over 80%) stated that their service coordinator was helpful in getting them what they needed. However, in GGRC and RCEB, only 66 and 73 percent of the people respectively report being asked by their service coordinator what is important to them. The lower performance on this measure may suggest further exploration of consumers' involvement in the service planning process.

## ***Access***

Data on these outcomes reveal that SARC is to some extent doing a better job than the other regional centers at making sure that the individuals they serve get help to reach their personal goals and valued outcomes, and have access to the services that they need.

Most respondents across all regional centers reporting having access to needed transportation. However, according to the supplemental question:

- As for transportation, 27% of the sample said it could not be relied on or that it was unavailable. This could be a significant impediment to expanding community integration and social activities and to getting and keeping a job, which many expressed the desire to do.

### ***Health***

Performance measures related to access to health care are critically important indicators. Yearly physicals seem to be occurring regularly among those living in the three regional centers. Women in GGRC appear to have slightly better access, although not in a statistically significant way, to gynecological care. GGRC and SARC outperform RCEB when it comes to providing regular dentist visits.

The proportion of people who have weight problems or smoke does not significantly differ among regional centers. However, regional differences are evident when looking at the proportion of individuals who are physically inactive. GGRC again shows better performance on this measure. Over 50% of those served by GGRC take at least one psychotropic medication.

### ***Respect & Rights***

Large proportions of people (over 80%) state that day and home support workers treat them with respect. Many also report having an advocate or someone who can speak on their behalf.

Individuals interviewed are also asked to state their satisfaction with the amount of privacy given, and whether basic courtesy rules are followed by those who interact with them. The three regions do fairly well on these outcomes and the results show that people can have privacy (can be alone), and basic courtesy rules are almost always followed. The one exception is that in GGRC 36% of the sampled individuals say others enter their bedroom without permission. GGRC's performance on the privacy measure is also somewhat lower than RCEB and SARC. A similar pattern is found in other rights and respect markers such as opening personal mail without permission and restricting the use of phone.

### ***Process Recommendations***

The Bay Area QMS pilot project was an enormous data collection effort that yielded interesting and potentially useful findings. The additional questions developed by the steering committee also generated meaningful results and would be appropriate to include should the project decide to administer the NCI surveys going forward.

The next important step is for these results to be examined in more detail by the executive staff of the Regional Centers and other stakeholders. Differences in performance across Regional Centers, while intriguing, should not be overstated. Regional Centers may serve slightly different populations, and other contextual factors could be contributing to differences in results, which were weighted only to account for

differences in sample size. It is easy but almost always incorrect to jump to conclusions, and often reviewing data generates more questions than it answers. Therefore, it is critical for staff and other stakeholders to review and discuss the results together with the common goal of identifying trends and opportunities for developing improvement strategies that could be implemented across the system. Differences by region and NCI state averages can be used as yardsticks for comparison purposes -- they should not be used as hard and fast rankings of performance, but simply as jumping off points for discussion.

## Appendix A: Demographics by Region

**Level of cognitive disability**

			No MR label	Mild	Moderate	Severe	Profound	Total
Region	GGRC	Frequency	24	92	73	17	5	211
		%	11.4%	43.6%	34.6%	8.1%	2.4%	100.0%
	RCEB	Frequency	36	84	62	32	11	225
		%	16.0%	37.3%	27.6%	14.2%	4.9%	100.0%
	SARC	Frequency	27	64	86	32	25	234
		%	11.5%	27.4%	36.8%	13.7%	10.7%	100.0%
Total		Frequency	87	240	221	81	41	670
		%	13.0%	35.8%	33.0%	12.1%	6.1%	100.0%

**Type of residence**

			Specialize d facility	Group home	Independe nt home/apt	Parent/rela tive's home	Other	Total
Region	GGRC	Frequency	2	96	32	66	17	213
		%	.9%	45.1%	15.0%	31.0%	8.0%	100.0%
	RCEB	Frequency	2	100	59	55	22	238
		%	.8%	42.0%	24.8%	23.1%	9.2%	100.0%
	SARC	Frequency	0	136	23	75	10	244
		%	.0%	55.7%	9.4%	30.7%	4.1%	100.0%
Total		Frequency	4	332	114	196	49	695
		%	.6%	47.8%	16.4%	28.2%	7.1%	100.0%

**Mental Illness/Psychiatric Diagnosis**

			No	Yes	Total
Region	GGRC	Frequency	171	42	213
		%	80.3%	19.7%	100.0%
	RCEB	Frequency	181	58	239
		%	75.7%	24.3%	100.0%
	SARC	Frequency	188	55	243
		%	77.4%	22.6%	100.0%
Total		Frequency	540	155	695
		%	77.7%	22.3%	100.0%

**Seizure Disorder/Neurological Problem**

			No	Yes	Total
Region	GGRC	Frequency	161	52	213
		%	75.6%	24.4%	100.0%
	RCEB	Frequency	215	24	239
		%	90.0%	10.0%	100.0%
	SARC	Frequency	177	66	243
		%	72.8%	27.2%	100.0%
Total		Frequency	553	142	695
		%	79.6%	20.4%	100.0%

**Vision Impairments**

			No	Yes	Total
Region	GGRC	Frequency	204	10	214
		%	95.3%	4.7%	100.0%
	RCEB	Frequency	218	21	239
		%	91.2%	8.8%	100.0%
	SARC	Frequency	231	13	244
		%	94.7%	5.3%	100.0%
Total		Frequency	653	44	697
		%	93.7%	6.3%	100.0%

**Physical disability**

			No	Yes	Total
Region	GGRC	Frequency	203	11	214
		%	94.9%	5.1%	100.0%
	RCEB	Frequency	209	30	239
		%	87.4%	12.6%	100.0%
	SARC	Frequency	205	39	244
		%	84.0%	16.0%	100.0%
Total		Frequency	617	80	697
		%	88.5%	11.5%	100.0%

**Other Disability**

			No	Yes	Total
Region	GGRC	Frequency	195	15	210
		%	92.9%	7.1%	100.0%
	RCEB	Frequency	223	16	239
		%	93.3%	6.7%	100.0%
	SARC	Frequency	230	14	244
		%	94.3%	5.7%	100.0%
Total		Frequency	648	45	693
		%	93.5%	6.5%	100.0%

**Cerebral Palsy**

			No	Yes	Total
Region	GGRC	Frequency	186	28	214
		%	86.9%	13.1%	100.0%
	RCEB	Frequency	191	48	239
		%	79.9%	20.1%	100.0%
	SARC	Frequency	189	54	243
		%	77.8%	22.2%	100.0%
Total		Frequency	566	130	696
		%	81.3%	18.7%	100.0%



Autism			No	Yes	Total
Region	GGRC	Frequency	197	17	214
		%	92.1%	7.9%	100.0%
	RCEB	Frequency	226	13	239
		%	94.6%	5.4%	100.0%
	SARC	Frequency	215	28	243
		%	88.5%	11.5%	100.0%
Total	Frequency		638	58	696
	%		91.7%	8.3%	100.0%

## Appendix B: Services and Supports

Appendix B displays results regarding the types of services and supports received, by region and state, reported for all individuals in the sample.

#### Service coordination/case management

			No	Yes	Don't know	Total
Region	GGRC	Frequency	3	210	1	214
		%	1.4%	98.1%	.5%	100.0%
	RCEB	Frequency	5	234	0	239
		%	2.1%	97.9%	.0%	100.0%
	SARC	Frequency	2	242	0	244
		%	.8%	99.2%	.0%	100.0%
Total		Frequency	10	686	1	697
		%	1.4%	98.4%	.1%	100.0%

#### Vocational - supported employment

			No	Yes	Don't know	Total
Region	GGRC	Frequency	174	33	6	213
		%	81.7%	15.5%	2.8%	100.0%
	RCEB	Frequency	219	19	1	239
		%	91.6%	7.9%	.4%	100.0%
	SARC	Frequency	224	18	1	243
		%	92.2%	7.4%	.4%	100.0%
Total		Frequency	617	70	8	695
		%	88.8%	10.1%	1.2%	100.0%

#### Vocational - group employment

			No	Yes	Don't know	Total
Region	GGRC	Frequency	178	26	10	214
		%	83.2%	12.1%	4.7%	100.0%
	RCEB	Frequency	220	18	1	239
		%	92.1%	7.5%	.4%	100.0%
	SARC	Frequency	212	30	1	243
		%	87.2%	12.3%	.4%	100.0%
Total		Frequency	610	74	12	696
		%	87.6%	10.6%	1.7%	100.0%

**Vocational - facility based**

			<b>No</b>	<b>Yes</b>	<b>Don't know</b>	<b>Total</b>
Region	GGRC	Frequency	142	61	11	214
		%	66.4%	28.5%	5.1%	100.0%
	RCEB	Frequency	184	54	1	239
		%	77.0%	22.6%	.4%	100.0%
	SARC	Frequency	147	96	1	244
		%	60.2%	39.3%	.4%	100.0%
Total		Frequency	473	211	13	697
		%	67.9%	30.3%	1.9%	100.0%

**Non- vocational day services**

			<b>No</b>	<b>Yes</b>	<b>Don't know</b>	<b>Total</b>
Region	GGRC	Frequency	107	94	12	213
		%	50.2%	44.1%	5.6%	100.0%
	RCEB	Frequency	127	111	1	239
		%	53.1%	46.4%	.4%	100.0%
	SARC	Frequency	174	69	1	244
		%	71.3%	28.3%	.4%	100.0%
Total		Frequency	408	274	14	696
		%	58.6%	39.4%	2.0%	100.0%

**Community participation**

			<b>No</b>	<b>Yes</b>	<b>Don't know</b>	<b>Total</b>
Region	GGRC	Frequency	76	120	18	214
		%	35.5%	56.1%	8.4%	100.0%
	RCEB	Frequency	124	111	5	240
		%	51.7%	46.3%	2.1%	100.0%
	SARC	Frequency	127	94	23	244
		%	52.0%	38.5%	9.4%	100.0%
Total		Frequency	327	325	46	698
		%	46.8%	46.6%	6.6%	100.0%

**Assistive technology**

			No	Yes	Don't know	Total
Region	GGRC	Frequency	187	8	19	214
		%	87.4%	3.7%	8.9%	100.0%
	RCEB	Frequency	206	27	6	239
		%	86.2%	11.3%	2.5%	100.0%
	SARC	Frequency	209	23	12	244
		%	85.7%	9.4%	4.9%	100.0%
Total		Frequency	602	58	37	697
		%	86.4%	8.3%	5.3%	100.0%

**Clinical services**

			No	Yes	Don't know	Total
Region	GGRC	Frequency	125	77	12	214
		%	58.4%	36.0%	5.6%	100.0%
	RCEB	Frequency	146	82	11	239
		%	61.1%	34.3%	4.6%	100.0%
	SARC	Frequency	129	98	16	243
		%	53.1%	40.3%	6.6%	100.0%
Total		Frequency	400	257	39	696
		%	57.5%	36.9%	5.6%	100.0%

**Transportation**

			No	Yes	Don't know	Total
Region	GGRC	Frequency	54	154	5	213
		%	25.4%	72.3%	2.3%	100.0%
	RCEB	Frequency	67	172	0	239
		%	28.0%	72.0%	.0%	100.0%
	SARC	Frequency	41	195	8	244
		%	16.8%	79.9%	3.3%	100.0%
Total		Frequency	162	521	13	696
		%	23.3%	74.9%	1.9%	100.0%

**Respite**

			<b>No</b>	<b>Yes</b>	<b>Don't know</b>	<b>Total</b>
Region	GGRC	Frequency	160	46	7	213
		%	75.1%	21.6%	3.3%	100.0%
	RCEB	Frequency	205	32	2	239
		%	85.8%	13.4%	.8%	100.0%
	SARC	Frequency	187	55	1	243
		%	77.0%	22.6%	.4%	100.0%
Total		Frequency	552	133	10	695
		%	79.4%	19.1%	1.4%	100.0%

**Enrolled in school system**

			<b>No</b>	<b>Yes</b>	<b>Don't know</b>	<b>Total</b>
Region	GGRC	Frequency	188	14	12	214
		%	87.9%	6.5%	5.6%	100.0%
	RCEB	Frequency	222	17	0	239
		%	92.9%	7.1%	.0%	100.0%
	SARC	Frequency	223	21	0	244
		%	91.4%	8.6%	.0%	100.0%
Total		Frequency	633	52	12	697
		%	90.8%	7.5%	1.7%	100.0%

**Other services and supports**

			<b>No</b>	<b>Yes</b>	<b>Don't know</b>	<b>Total</b>
Region	GGRC	Frequency	141	23	50	214
		%	65.9%	10.7%	23.4%	100.0%
	RCEB	Frequency	165	24	50	239
		%	69.0%	10.0%	20.9%	100.0%
	SARC	Frequency	185	17	41	243
		%	76.1%	7.0%	16.9%	100.0%
Total		Frequency	491	64	141	696
		%	70.5%	9.2%	20.3%	100.0%

## Appendix C: Item by Item Survey Results

## COMMUNITY INCLUSION

### Q28. Do you go shopping?

			No	Yes	Total
Region	GGRC	Frequency	13	199	212
		%	6.1%	93.9%	100.0%
	RCEB	Frequency	20	216	236
		%	8.5%	91.5%	100.0%
	SARC	Frequency	15	231	246
		%	6.1%	93.9%	100.0%
Total		Frequency	48	646	694
		%	6.9%	93.1%	100.0%

### Q29. Do you go out on errands or appointments?

			No	Yes	Total
Region	GGRC	Frequency	5	209	214
		%	2.3%	97.7%	100.0%
	RCEB	Frequency	10	227	237
		%	4.2%	95.8%	100.0%
	SARC	Frequency	1	244	245
		%	.4%	99.6%	100.0%
Total		Frequency	16	680	696
		%	2.3%	97.7%	100.0%

### Q30. Do you go out for entertainment?

			No	Yes	Total
Region	GGRC	Frequency	13	198	211
		%	6.2%	93.8%	100.0%
	RCEB	Frequency	23	215	238
		%	9.7%	90.3%	100.0%
	SARC	Frequency	20	226	246
		%	8.1%	91.9%	100.0%
Total		Frequency	56	639	695
		%	8.1%	91.9%	100.0%



**Q31. Do you always eat at home or do you sometimes go out to eat?**

			<b>Always eats at home</b>	<b>Sometimes eats out</b>	<b>Total</b>
Region	GGRC	Frequency	10	204	214
		%	4.7%	95.3%	100.0%
	RCEB	Frequency	25	212	237
		%	10.5%	89.5%	100.0%
	SARC	Frequency	9	235	244
		%	3.7%	96.3%	100.0%
Total		Frequency	44	651	695
		%	6.3%	93.7%	100.0%

**Q32. Do you go to religious services?**

			<b>No</b>	<b>Yes</b>	<b>Total</b>
Region	GGRC	Frequency	108	104	212
		%	50.9%	49.1%	100.0%
	RCEB	Frequency	119	115	234
		%	50.9%	49.1%	100.0%
	SARC	Frequency	122	120	242
		%	50.4%	49.6%	100.0%
Total		Frequency	349	339	688
		%	50.7%	49.3%	100.0%

**Q33. Do you go to other meetings in the community?**

			<b>No</b>	<b>Yes</b>	<b>Total</b>
Region	GGRC	Frequency	167	40	207
		%	80.7%	19.3%	100.0%
	RCEB	Frequency	187	47	234
		%	79.9%	20.1%	100.0%
	SARC	Frequency	190	50	240
		%	79.2%	20.8%	100.0%
Total		Frequency	544	137	681
		%	79.9%	20.1%	100.0%

**Q34. Do you exercise or play sports?**

			No	Yes- Not Integrated	Yes- Integrated	Total
Region	GGRC	Frequency	36	75	98	209
		%	17.2%	35.9%	46.9%	100.0%
	RCEB	Frequency	64	68	104	236
		%	27.1%	28.8%	44.1%	100.0%
	SARC	Frequency	36	95	112	243
		%	14.8%	39.1%	46.1%	100.0%
Total		Frequency	136	238	314	688
		%	19.8%	34.6%	45.6%	100.0%

**CHOICE AND DECISION-MAKING****Q35. Who chose the place where you live?**

			Someone else chose	Had some input	Chose without help	Total
Region	GGRC	Frequency	52	84	7	143
		%	36.4%	58.7%	4.9%	100.0%
	RCEB	Frequency	60	90	26	176
		%	34.1%	51.1%	14.8%	100.0%
	SARC	Frequency	88	70	15	173
		%	50.9%	40.5%	8.7%	100.0%
Total		Frequency	200	244	48	492
		%	40.7%	49.6%	9.8%	100.0%

**Q36. How many places did you visit before moving here?**

			Did not visit	Visited only one	Looked at more than one	Total
Region	GGRC	Frequency	48	18	43	109
		%	44.0%	16.5%	39.4%	100.0%
	RCEB	Frequency	35	35	70	140
		%	25.0%	25.0%	50.0%	100.0%
	SARC	Frequency	21	44	57	122
		%	17.2%	36.1%	46.7%	100.0%
Total		Frequency	104	97	170	371
		%	28.0%	26.1%	45.8%	100.0%

**Q37. Did you choose the people you live with (or to live by yourself)?**

			<b>No, someone else chose</b>	<b>Chose some people</b>	<b>Yes, chose who to live with</b>	<b>Total</b>
Region	GGRC	Frequency	94	31	24	149
		%	63.1%	20.8%	16.1%	100.0%
	RCEB	Frequency	80	27	65	172
		%	46.5%	15.7%	37.8%	100.0%
	SARC	Frequency	118	27	27	172
		%	68.6%	15.7%	15.7%	100.0%
Total		Frequency	292	85	116	493
		%	59.2%	17.2%	23.5%	100.0%

**Q38. Did you choose who helps you at home?**

			<b>No, someone else chooses</b>	<b>Can request a change</b>	<b>Yes, person chooses</b>	<b>Total</b>
Region	GGRC	Frequency	90	29	31	150
		%	60.0%	19.3%	20.7%	100.0%
	RCEB	Frequency	69	66	33	168
		%	41.1%	39.3%	19.6%	100.0%
	SARC	Frequency	71	76	17	164
		%	43.3%	46.3%	10.4%	100.0%
Total		Frequency	230	171	81	482
		%	47.7%	35.5%	16.8%	100.0%

**Q39. Who decides your daily schedule?**

			<b>No, someone else chooses</b>	<b>Person has help deciding</b>	<b>Yes, person decides</b>	<b>Total</b>
Region	GGRC	Frequency	57	66	90	213
		%	26.8%	31.0%	42.3%	100.0%
	RCEB	Frequency	64	54	120	238
		%	26.9%	22.7%	50.4%	100.0%
	SARC	Frequency	50	102	91	243
		%	20.6%	42.0%	37.4%	100.0%
Total		Frequency	171	222	301	694
		%	24.6%	32.0%	43.4%	100.0%

**Q40. Who decides how you spend your free time?**

			<b>No, someone else chooses</b>	<b>Person has help deciding</b>	<b>Yes, person decides</b>	<b>Total</b>
Region	GGRC	Frequency	40	65	108	213
		%	18.8%	30.5%	50.7%	100.0%
	RCEB	Frequency	24	50	163	237
		%	10.1%	21.1%	68.8%	100.0%
	SARC	Frequency	7	54	184	245
		%	2.9%	22.0%	75.1%	100.0%
Total		Frequency	71	169	455	695
		%	10.2%	24.3%	65.5%	100.0%

**Q41. Did you choose the place where you work (or go during the day?)**

			<b>No - someone else chose</b>	<b>Chose with help</b>	<b>Yes - chose without help</b>	<b>Total</b>
Region	GGRC	Frequency	78	102	7	187
		%	41.7%	54.5%	3.7%	100.0%
	RCEB	Frequency	79	92	19	190
		%	41.6%	48.4%	10.0%	100.0%
	SARC	Frequency	86	107	21	214
		%	40.2%	50.0%	9.8%	100.0%
Total		Frequency	243	301	47	591
		%	41.1%	50.9%	8.0%	100.0%

**Q42. How many places did you visit before working here?**

			<b>Did not visit</b>	<b>Visited only one</b>	<b>Looked at more than one</b>	<b>Total</b>
Region	GGRC	Frequency	73	19	52	144
		%	50.7%	13.2%	36.1%	100.0%
	RCEB	Frequency	37	41	69	147
		%	25.2%	27.9%	46.9%	100.0%
	SARC	Frequency	23	55	91	169
		%	13.6%	32.5%	53.8%	100.0%
Total		Frequency	133	115	212	460
		%	28.9%	25.0%	46.1%	100.0%

**Q43. Did you choose who helps you at work?**

			No	Some staff	Yes	Total
Region	GGRC	Frequency	59	111	13	183
		%	32.2%	60.7%	7.1%	100.0%
	RCEB	Frequency	63	93	20	176
		%	35.8%	52.8%	11.4%	100.0%
	SARC	Frequency	82	115	15	212
		%	38.7%	54.2%	7.1%	100.0%
Total		Frequency	204	319	48	571
		%	35.7%	55.9%	8.4%	100.0%

**Q44. Do you choose what to buy with your spending money?**

			Someone else chose	Has help choosing	Person chooses	Total
Region	GGRC	Frequency	27	109	74	210
		%	12.9%	51.9%	35.2%	100.0%
	RCEB	Frequency	27	98	112	237
		%	11.4%	41.4%	47.3%	100.0%
	SARC	Frequency	28	107	107	242
		%	11.6%	44.2%	44.2%	100.0%
Total		Frequency	82	314	293	689
		%	11.9%	45.6%	42.5%	100.0%

**Q45. Did you choose your case manager/service coordinator?**

			No, someone else chose	Can request a change	Yes, without help	Total
Region	GGRC	Frequency	38	153	11	202
		%	18.8%	75.7%	5.4%	100.0%
	RCEB	Frequency	51	152	18	221
		%	23.1%	68.8%	8.1%	100.0%
	SARC	Frequency	100	119	9	228
		%	43.9%	52.2%	3.9%	100.0%
Total		Frequency	189	424	38	651
		%	29.0%	65.1%	5.8%	100.0%

## RELATIONSHIPS

### Q11. Do you have friends you like to talk to or do things with?

			No	Yes - staff or family	Yes - not staff or family	Total
Region	GGRC	Frequency	16	20	112	148
		%	10.8%	13.5%	75.7%	100.0%
	RCEB	Frequency	23	29	107	159
		%	14.5%	18.2%	67.3%	100.0%
	SARC	Frequency	16	22	101	139
		%	11.5%	15.8%	72.7%	100.0%
Total		Frequency	55	71	320	446
		%	12.3%	15.9%	71.7%	100.0%

### Q10. Do you have a best friend or someone you are really close to?

			No	Yes	Total
Region	GGRC	Frequency	29	118	147
		%	19.7%	80.3%	100.0%
	RCEB	Frequency	34	124	158
		%	21.5%	78.5%	100.0%
	SARC	Frequency	23	120	143
		%	16.1%	83.9%	100.0%
Total		Frequency	86	362	448
		%	19.2%	80.8%	100.0%

### Q12. Can you see your friends when you want to see them?

			No	Sometimes	Yes	Total
Region	GGRC	Frequency	9	20	93	122
		%	7.4%	16.4%	76.2%	100.0%
	RCEB	Frequency	7	16	102	125
		%	5.6%	12.8%	81.6%	100.0%
	SARC	Frequency	2	20	95	117
		%	1.7%	17.1%	81.2%	100.0%
Total		Frequency	18	56	290	364
		%	4.9%	15.4%	79.7%	100.0%

**Q13. Do you ever feel lonely?**

			<b>[No] not often</b>	<b>Sometimes</b>	<b>[Yes] often feels lonely</b>	<b>Total</b>
Region	GGRC	Frequency	85	40	22	147
		%	57.8%	27.2%	15.0%	100.0%
	RCEB	Frequency	80	56	23	159
		%	50.3%	35.2%	14.5%	100.0%
	SARC	Frequency	83	40	16	139
		%	59.7%	28.8%	11.5%	100.0%
Total		Frequency	248	136	61	445
		%	55.7%	30.6%	13.7%	100.0%

**Q14. Can you see your family when you want to see them?**

			<b>No</b>	<b>Sometimes</b>	<b>Yes</b>	<b>Total</b>
Region	GGRC	Frequency	17	32	84	133
		%	12.8%	24.1%	63.2%	100.0%
	RCEB	Frequency	13	27	97	137
		%	9.5%	19.7%	70.8%	100.0%
	SARC	Frequency	4	23	107	134
		%	3.0%	17.2%	79.9%	100.0%
Total		Frequency	34	82	288	404
		%	8.4%	20.3%	71.3%	100.0%

**SATISFACTION****Q1. Do you like working at [your job or day activity]?**

			<b>No</b>	<b>In-between</b>	<b>Yes</b>	<b>Total</b>
Region	GGRC	Frequency	10	7	128	145
		%	6.9%	4.8%	88.3%	100.0%
	RCEB	Frequency	20	13	112	145
		%	13.8%	9.0%	77.2%	100.0%
	SARC	Frequency	9	9	115	133
		%	6.8%	6.8%	86.5%	100.0%
Total		Frequency	39	29	355	423
		%	9.2%	6.9%	83.9%	100.0%

**Q3. Do you like your home or where you live?**

			No	In-between	Yes	Total
Region	GGRC	Frequency	11	15	126	152
		%	7.2%	9.9%	82.9%	100.0%
	RCEB	Frequency	12	11	136	159
		%	7.5%	6.9%	85.5%	100.0%
	SARC	Frequency	3	9	133	145
		%	2.1%	6.2%	91.7%	100.0%
Total		Frequency	26	35	395	456
		%	5.7%	7.7%	86.6%	100.0%

**Q21. Are you happy with your personal life, or do you feel unhappy?**

			Unhappy	In-between	Happy	Total
Region	GGRC	Frequency	9	51	87	147
		%	6.1%	34.7%	59.2%	100.0%
	RCEB	Frequency	7	43	108	158
		%	4.4%	27.2%	68.4%	100.0%
	SARC	Frequency	4	35	102	141
		%	2.8%	24.8%	72.3%	100.0%
Total		Frequency	20	129	297	446
		%	4.5%	28.9%	66.6%	100.0%

**SERVICE COORDINATION****Q15. Do you know your service coordinator?**

			No	Maybe	Yes	Total
Region	GGRC	Frequency	13	8	127	148
		%	8.8%	5.4%	85.8%	100.0%
	RCEB	Frequency	6	9	143	158
		%	3.8%	5.7%	90.5%	100.0%
	SARC	Frequency	14	3	126	143
		%	9.8%	2.1%	88.1%	100.0%
Total		Frequency	33	20	396	449
		%	7.3%	4.5%	88.2%	100.0%



**Q16. Does [your service coordinator] ask you what you want?**

			No	Sometimes	Yes	Total
Region	GGRC	Frequency	26	19	86	131
		%	19.8%	14.5%	65.6%	100.0%
	RCEB	Frequency	18	21	106	145
		%	12.4%	14.5%	73.1%	100.0%
	SARC	Frequency	12	12	101	125
		%	9.6%	9.6%	80.8%	100.0%
Total		Frequency	56	52	293	401
		%	14.0%	13.0%	73.1%	100.0%

**Q17. If you ask for something, does [your service coordinator] help you get what you need?**

			No	Sometimes	Yes	Total
Region	GGRC	Frequency	8	13	98	119
		%	6.7%	10.9%	82.4%	100.0%
	RCEB	Frequency	10	17	116	143
		%	7.0%	11.9%	81.1%	100.0%
	SARC	Frequency	11	7	104	122
		%	9.0%	5.7%	85.2%	100.0%
Total		Frequency	51	29	37	318
		%	12.6%	7.6%	9.6%	82.8%

**ACCESS****Q19. Do people help you do new things you want to do?**

			No	Sometimes	Yes	Total
Region	GGRC	Frequency	23	30	92	145
		%	15.9%	20.7%	63.4%	100.0%
	RCEB	Frequency	25	27	103	155
		%	16.1%	17.4%	66.5%	100.0%
	SARC	Frequency	2	12	127	141
		%	1.4%	8.5%	90.1%	100.0%
Total		Frequency	50	69	322	441
		%	11.3%	15.6%	73.0%	100.0%

**Q20. Do you want [more] help to do or learn new things?**

			No	Yes	Total
Region	GGRC	Frequency	20	31	51
		%	39.2%	60.8%	100.0%
	RCEB	Frequency	18	30	48
		%	37.5%	62.5%	100.0%
	SARC	Frequency	3	10	13
		%	23.1%	76.9%	100.0%
Total		Frequency	41	71	112
		%	36.6%	63.4%	100.0%

**Q22. When you want to go somewhere, do you always have a way to get there?**

			No	Sometimes	Yes	Total
Region	GGRC	Frequency	6	23	119	148
		%	4.1%	15.5%	80.4%	100.0%
	RCEB	Frequency	7	16	136	159
		%	4.4%	10.1%	85.5%	100.0%
	SARC	Frequency	2	16	125	143
		%	1.4%	11.2%	87.4%	100.0%
Total		Frequency	15	55	380	450
		%	3.3%	12.2%	84.4%	100.0%

**Q50. Do you get the services you need?**

			No	Sometimes	Yes	Total
Region			6	39	161	206
	GGRC	Frequency				
		%	2.9%	18.9%	78.2%	100.0%
	RCEB	Frequency	11	32	193	236
		%	4.7%	13.6%	81.8%	100.0%
	SARC	Frequency	1	14	227	242
		%	.4%	5.8%	93.8%	100.0%
Total		Frequency	18	85	581	684
		%	2.6%	12.4%	84.9%	100.0%



## SAFETY

### Q5. Are you ever afraid or scared when you are at home?

			No, rarely	Sometimes	Yes, most of the time	Total
Region	GGRC	Frequency	123	14	13	150
		%	82.0%	9.3%	8.7%	100.0%
	RCEB	Frequency	130	21	7	158
		%	82.3%	13.3%	4.4%	100.0%
	SARC	Frequency	120	20	4	144
		%	83.3%	13.9%	2.8%	100.0%
Total		Frequency	373	55	24	452
		%	82.5%	12.2%	5.3%	100.0%

### Q6. Are you ever afraid or scared when you are out in your neighborhood?

			No, rarely	Sometimes	Yes, most of the time	Total
Region	GGRC	Frequency	101	29	17	147
		%	68.7%	19.7%	11.6%	100.0%
	RCEB	Frequency	114	28	14	156
		%	73.1%	17.9%	9.0%	100.0%
	SARC	Frequency	113	24	7	144
		%	78.5%	16.7%	4.9%	100.0%
Total		Frequency	328	81	38	447
		%	73.4%	18.1%	8.5%	100.0%

## HEALTH AND WELL-BEING

N.B. “Don’t know” responses are included in the Valid Percent figures displayed below. Typically, “Don’t know” is considered an invalid response and is therefore not included in the denominator. However, past results have shown that health questions often yield a high number of these responses, and this lack of available information is in itself an important finding. For this reason, the “Don’t know” responses are included here. In the indicator results section of this report, the health-related indicators do not include “Don’t know” responses in the Valid N and Percent figures.

**BI-19. When was his/her last physical exam?**

			Within past year	Over a year ago	Total
Region	GGRC	Frequency	195	14	209
		%	93.3%	6.7%	100.0%
	RCEB	Frequency	205	27	232
		%	88.4%	11.6%	100.0%
	SARC	Frequency	208	24	232
		%	89.7%	10.3%	100.0%
Total		Frequency	608	65	673
		%	90.3%	9.7%	100.0%

**BI-20. If female, when was her last OB/GYN exam?**

			Within past year	Over a year ago	Never had an exam	Total
Region	GGRC	Frequency	27	6	4	37
		%	73.0%	16.2%	10.8%	100.0%
	RCEB	Frequency	38	27	3	68
		%	55.9%	39.7%	4.4%	100.0%
	SARC	Frequency	36	17	5	58
		%	62.1%	29.3%	8.6%	100.0%
Total		Frequency	101	50	12	163
		%	62.0%	30.7%	7.4%	100.0%

**BI-21. When was his/her last dentist visit?**

			Within last six months	Over six months ago	Total
Region	GGRC	Frequency	79	113	192
		%	41.1%	58.9%	100.0%
	RCEB	Frequency	60	157	217
		%	27.6%	72.4%	100.0%
	SARC	Frequency	83	118	201
		%	41.3%	58.7%	100.0%
Total		Frequency	222	388	610
		%	36.4%	63.6%	100.0%

**BI-22. Is weight a concern for this person?**

			Yes, underweight	Yes, overweight	No	Total
Region	GGRC	Frequency	8	57	137	202
		%	4.0%	28.2%	67.8%	100.0%
	RCEB	Frequency	11	78	138	227
		%	4.8%	34.4%	60.8%	100.0%
	SARC	Frequency	9	88	135	232
		%	3.9%	37.9%	58.2%	100.0%
Total		Frequency	28	223	410	661
		%	4.2%	33.7%	62.0%	100.0%

**BI-23. Does this person smoke or chew tobacco?**

			No	Yes	Total
Region	GGRC	Frequency	193	8	201
		%	96.0%	4.0%	100.0%
	RCEB	Frequency	206	15	221
		%	93.2%	6.8%	100.0%
	SARC	Frequency	224	14	238
		%	94.1%	5.9%	100.0%
Total		Frequency	623	37	660
		%	94.4%	5.6%	100.0%

**BI-24. How physically active is this person?**

			Very active	Moderately active	Physically inactive	Total
Region	GGRC	Frequency	20	142	42	204
		%	9.8%	69.6%	20.6%	100.0%
	RCEB	Frequency	20	136	73	229
		%	8.7%	59.4%	31.9%	100.0%
	SARC	Frequency	27	129	75	231
		%	11.7%	55.8%	32.5%	100.0%
Total		Frequency	67	407	190	664
		%	10.1%	61.3%	28.6%	100.0%

## MEDICATIONS

### BI-16. Does this person currently take medications for...?

Mood Disorders			No	Yes	Total
Region	GGRC	Frequency	145	27	172
		%	84.3%	15.7%	100.0%
	RCEB	Frequency	207	32	239
		%	86.6%	13.4%	100.0%
	SARC	Frequency	193	40	233
		%	82.8%	17.2%	100.0%
Total		Frequency	545	99	644
		%	84.6%	15.4%	100.0%

Anxiety			No	Yes	Total
Region	GGRC	Frequency	156	15	171
		%	91.2%	8.8%	100.0%
	RCEB	Frequency	222	17	239
		%	92.9%	7.1%	100.0%
	SARC	Frequency	195	38	233
		%	83.7%	16.3%	100.0%
Total		Frequency	573	70	643
		%	89.1%	10.9%	100.0%

Behavior Problems			No	Yes	Total
Region	GGRC	Frequency	153	19	172
		%	89.0%	11.0%	100.0%
	RCEB	Frequency	210	29	239
		%	87.9%	12.1%	100.0%
	SARC	Frequency	211	22	233
		%	90.6%	9.4%	100.0%
Total		Frequency	574	70	644
		%	89.1%	10.9%	100.0%

<b>Psychotic Disorders</b>			<b>No</b>	<b>Yes</b>	<b>Total</b>
Region	GGRC	Frequency	104	67	171
		%	60.8%	39.2%	100.0%
	RCEB	Frequency	181	57	238
		%	76.1%	23.9%	100.0%
	SARC	Frequency	156	75	231
		%	67.5%	32.5%	100.0%
Total		Frequency	441	199	640
		%	68.9%	31.1%	100.0%

## RESPECT AND RIGHTS

### Q18. Do you know who your advocate or guardian is?

			<b>No</b>	<b>Maybe, not sure</b>	<b>Yes</b>	<b>Total</b>
Region	GGRC	Frequency	8	17	88	113
		%	7.1%	15.0%	77.9%	100.0%
	RCEB	Frequency	10	7	106	123
		%	8.1%	5.7%	86.2%	100.0%
	SARC	Frequency	7	3	104	114
		%	6.1%	2.6%	91.2%	100.0%
Total		Frequency	25	27	298	350
		%	7.1%	7.7%	85.1%	100.0%

### Q2. Is [staff who helps you at job/day activity] nice and polite to you?

			<b>No</b>	<b>Some staff are nice</b>	<b>Yes</b>	<b>Total</b>
Region	GGRC	Frequency	3	6	128	137
		%	2.2%	4.4%	93.4%	100.0%
	RCEB	Frequency	1	7	115	123
		%	.8%	5.7%	93.5%	100.0%
	SARC	Frequency	2	5	123	130
		%	1.5%	3.8%	94.6%	100.0%
Total		Frequency	6	18	366	390
		%	1.5%	4.6%	93.8%	100.0%



**Q7. Is [staff who helps you at home] nice and polite to you?**

			No	Sometimes	Yes	Total
Region	GGRC	Frequency	12	8	108	128
		%	9.4%	6.3%	84.4%	100.0%
	RCEB	Frequency	14	6	112	132
		%	10.6%	4.5%	84.8%	100.0%
	SARC	Frequency	1	7	98	106
		%	.9%	6.6%	92.5%	100.0%
Total		Frequency	27	21	318	366
		%	7.4%	5.7%	86.9%	100.0%

**Q4. Can you be alone (have privacy) if you want to?**

			No	Yes	Total
Region	GGRC	Frequency	31	96	127
		%	24.4%	75.6%	100.0%
	RCEB	Frequency	24	105	129
		%	18.6%	81.4%	100.0%
	SARC	Frequency	11	124	135
		%	8.1%	91.9%	100.0%
Total		Frequency	66	325	391
		%	16.9%	83.1%	100.0%

**Q8. Do people (including staff) ask before entering your home?**

			No	Sometimes	Yes	Total
Region	GGRC	Frequency	10	3	133	146
		%	6.8%	2.1%	91.1%	100.0%
	RCEB	Frequency	5	3	151	159
		%	3.1%	1.9%	95.0%	100.0%
	SARC	Frequency	0	7	136	143
		%	.0%	4.9%	95.1%	100.0%
Total		Frequency	15	13	420	448
		%	3.3%	2.9%	93.8%	100.0%

**Q9. Do people (including staff) ask permission before coming into your bedroom?**

			No	Sometimes	Yes	Total
Region	GGRC	Frequency	34	17	91	142
		%	23.9%	12.0%	64.1%	100.0%
	RCEB	Frequency	21	7	126	154
		%	13.6%	4.5%	81.8%	100.0%
	SARC	Frequency	10	12	120	142
		%	7.0%	8.5%	84.5%	100.0%
Total		Frequency	65	36	337	438
		%	14.8%	8.2%	76.9%	100.0%

**Q46. Do people read your mail without your permission?**

			No	Yes	Total
Region	GGRC	Frequency	135	52	187
		%	72.2%	27.8%	100.0%
	RCEB	Frequency	167	41	208
		%	80.3%	19.7%	100.0%
	SARC	Frequency	190	21	211
		%	90.0%	10.0%	100.0%
Total		Frequency	492	114	606
		%	81.2%	18.8%	100.0%

**Q47. Can you be alone with [guests], or does someone have to be with you?**

			Someone always present	Can be alone with friends	Total
Region	GGRC	Frequency	12	75	87
		%	13.8%	86.2%	100.0%
	RCEB	Frequency	8	101	109
		%	7.3%	92.7%	100.0%
	SARC	Frequency	9	81	90
		%	10.0%	90.0%	100.0%
Total		Frequency	29	257	286
		%	10.1%	89.9%	100.0%

**Q48. Are you allowed to use the phone when you want to?**

			<b>Not allowed</b>	<b>Can use anytime</b>	<b>Total</b>
Region	GGRC	Frequency	38	140	178
		%	21.3%	78.7%	100.0%
	RCEB	Frequency	24	162	186
		%	12.9%	87.1%	100.0%
	SARC	Frequency	12	144	156
		%	7.7%	92.3%	100.0%
Total			74	446	520
		%	14.2%	85.8%	100.0%

**Q49. Have you ever participated in a self-advocacy group?**

			<b>No</b>	<b>Had opportunity but chose not to</b>	<b>Yes</b>	<b>Total</b>
Region	GGRC	Frequency	146	9	44	199
		%	73.4%	4.5%	22.1%	100.0%
	RCEB	Frequency	155	11	52	218
		%	71.1%	5.0%	23.9%	100.0%
	SARC	Frequency	175	14	30	219
		%	79.9%	6.4%	13.7%	100.0%
Total			476	34	126	636
		%	74.8%	5.3%	19.8%	100.0%